



TN Department of Labor and Workforce Development

RESEA Program Manual

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*For information on the correct answers to the initial assessment questions, contact the RESEA program manager for a copy of the RESEA Program Manual Electronic Version.

Background

On November 24, 1993, the President signed into law the Unemployment Compensation Amendments of 1993 (P.L. 103-152) which amended the Social Security Act (SSA). Under the requirements of P.L. 103-152, the State must: Identify those claimants who are most likely to exhaust regular UI (Unemployment Insurance) and who will benefit from job search assistance services to make a successful transition to new employment. In addition, effective June 12, 1995, TCA 50-7-302(a) requires those selected claimants to participate in Re-Employment Services unless good causes exists. Effective July 15th the following applies:

The federal-state UI program provides an important core service in the comprehensive, integrated workforce system established under the Workforce Investment Act (WIA), which was recently revised by WIOA. Through the UI program, individuals, who have lost employment through no fault of their own and have earned sufficient wage credits, may receive UI benefits if they meet their initial and continued UI eligibility requirements. The Department and participating state UI workforce agencies have been striving to address individual reemployment needs of UI claimants, and to prevent and detect UI improper payments, through the voluntary UI REA program since 2005. Both activities are high priorities for the Department's Employment and Training Administration (ETA). The UI REA program has provided claimants entry to a full array of reemployment services available at American Job Centers (AJCs), and has helped to ensure that claimants comply with all UI eligibility requirements. Individuals filing UI claims are active job seekers who, through the state's UI REA program, are made aware of the wide variety of reemployment services that are available to them. They are referred to reemployment services appropriate for their individual needs. In FY 2014, a total of 44 states operated a UI REA program. These states are referred to as "continuing states" in this UIPL. Several of these continuing states are participating in the Department's evaluation of the UI REA program.

The Department requested additional discretionary funds to build on the success of the UI REA program by providing reemployment services in addition to UI eligibility assessments and other UI REA activities. The Department explained its intent to use these funds for a RESEA program to target profiled UI claimants identified as most likely to exhaust their benefits and all transitioning veterans receiving Unemployment Compensation for Ex-Servicemembers (UCX) as these populations may have more barriers to reemployment.

The Department received new appropriations that allows for funding of activities previously funded by the UI REA grant funds as well as reemployment services. This approach mimic the approach previously studied in Nevada that was shown to be successful that integrated provision of REAs with provision of reemployment services.

Overview of Re-Employment Services and Eligibility Assessment (RESEA)

As a UI function, the agency will review all claimants via a statistical model to identify those most likely to exhaust regular UI and in need of reemployment services.

Identified claimants will be notified to report to the nearest Career Center within 50 miles where RESEA is facilitated.

Claimants are scheduled for a beginning orientation session to be advised of the availability and benefit of reemployment services and, if appropriate and/or necessary, individual assessments must be completed for each claimant during orientation. In addition to an assessment being completed at orientation, each claimant must also complete an Employment Development Plan (EDP). The EDP is assignment and goal based and must be completed at each subsequent return in addition to orientation. An Eligibility Review Interview for the claimant's unemployment will also be administered and collected for review.

Claimants will be required to fulfill all standard eligibility requirements while participating in reemployment services, including seeking work.

Employment service staff will promptly provide, to appropriate designated central office or UI staff, any necessary information relating to claimants' continuing UI eligibility.

EMPLOYMENT AND TRAINING ADMINISTRATION ADVISORY SYSTEM U.S. DEPARTMENT OF LABOR Washington, D.C. 20210	CLASSIFICATION UI RESEA
	CORRESPONDENCE SYMBOL OUI/DUIO
	DATE December 8, 2016

ADVISORY: UNEMPLOYMENT INSURANCE PROGRAM LETTER NO. 3-17

TO: STATE WORKFORCE AGENCIES

FROM: PORTIA WU
Assistant Secretary

SUBJECT: Fiscal Year (FY) 2017 Unemployment Insurance (UI) Reemployment Services and Eligibility Assessment (RESEA) Grants

1. **Purpose.** To provide guidelines for the FY 2017 UI RESEA grants and to invite State Workforce Agencies to submit proposals for funding.
2. **References.**
 - Budget Control Act, 2016, Pub. L. No. 114-53;
 - Workforce Innovation and Opportunity Act of 2014, Pub. L. No. 113-128;
 - Unemployment Insurance Program Letter (UIPL) No. 19-15, *Unemployment Insurance (UI) Supplemental Budget Request (SBR) Activities: Quarterly Program Reporting Form & Instructions*;
 - UIPL No. 7-16, *Fiscal Year (FY) 2016 Unemployment Insurance (UI) Reemployment Services and Eligibility Assessment (RESEA) Grants*;
 - UIPL No. 13-15, *Fiscal Year (FY) 2015 Unemployment Insurance (UI) Reemployment Services and Eligibility Assessment (RESEA) Grants*;
 - UIPL No. 13-15, Change 1, *Fiscal Year (FY) 2015 Unemployment Insurance (UI) Reemployment Services and Eligibility Assessment (RESEA) Grants: Questions and Answers*;
 - Training and Employment Guidance Letter (TEGL) No. 3-15, *Guidance on Services Provided through the Adult and Dislocated Worker Program under the Workforce Innovation and Opportunity Act (WIOA or Opportunity Act) and Wagner-Peyser, as Amended by WIOA, and Guidance for the Transition to WIOA Services*;
 - Information Collection Request for the Reemployment and Eligibility Assessment Program (OMB number 1205-0456);
 - Employment and Training (ET) Handbook No. 401, 4th Edition, *Revised ET Handbook No. 401, Unemployment Insurance Reports Handbook*;
 - ET Handbook No. 402, 5th Edition, *Revised ET Handbook No. 402, Unemployment Insurance Reports User Manual – Web Version*;
 - Training and Employment Notice No. 31-09, *Cross-Program Collaboration for Reemployment and Eligibility Assessment (REA) Grants*;

RESCISSIONS None	EXPIRATION DATE Continuing
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- Webinar- Implementation of Fiscal Year 2016 RESEA Grants, available at www.workforcecpgps.org; and
- Project Brief: Encouragement Emails Increase Participation in Reemployment Services, available at www.dol.gov/asp/cvaluation/BISStudy/Rccmpolymcnt-Services-Brief.htm.

3. **Background.** The federal-state Unemployment Insurance (UI) program is a required partner in the comprehensive, integrated workforce system. Individuals who have lost employment due to lack of suitable work and have earned sufficient wage credits may receive UI benefits if they meet initial and continuing eligibility requirements. Since 2005, the U.S. Department of Labor (Department) and participating state UI workforce agencies have been addressing individual reemployment needs of UI claimants, and working to prevent and detect UI improper payments, through the voluntary UI Reemployment and Eligibility Assessment (REA) program and, beginning in FY 2015, through the voluntary Reemployment Services and Eligibility Assessment (RESEA) program. These types of program services have been considered high priorities for the Department's Employment and Training Administration (ETA). In FY 2016, a total of 50 states and jurisdictions operated a RESEA program.

As stated in UIPL No. 13-15 and UIPL No. 07-16, UI claimants determined to be most likely to exhaust benefits under the methods established for the state's Worker Profiling and Reemployment Services (WPRS) program and transitioning veterans receiving Unemployment Compensation for Ex-Servicemembers (UCX) are the target populations for the RESEA program.

4. **FY 2017 Funding.** Although appropriations for FY 2017 have not been finalized, ETA is issuing this UIPL in anticipation that the total available funding for RESEAs will be similar or equal to the level provided for FY 2016. The awards made under this UIPL will be subject to the availability of Federal funds and may need to be changed if the final FY 2017 appropriation is substantially different than the FY 2016 appropriation. Grant recipients may be required to revise budget documents prior to award execution to account for discrepancies among estimated funding availability, funding requests, and actual award amounts.
5. **Program Changes Beginning in FY 2017.** The FY 2017 changes described below are intended to:
 - Align RESEA with Workforce Innovation and Opportunity Act's (WIOA) broader vision of increased program integration and service delivery for job-seekers, including UI claimants;
 - Promote greater consistency across states to support future establishment of a mandatory RESEA program; and
 - Grow the role of RESEA as an entry-point for UI beneficiaries into other workforce system partner programs, as has been proposed in the President's budget.

Program requirements that are not identified in this section remain unchanged from FY 2016.

Award Limits. For FY 2017, ETA is implementing state-level maximum award levels. These levels are based on a state workload of 10 percent of projected UI first-payments

during FY 2017 and the state's FY 2016 cost per initial RESEA rates (capped at a maximum of \$155 per initial RESEA). To prevent significant disruption in service delivery, ETA applied a minimum funding provision of 85 percent to the sum of each state's FY 2016 RESEA award and 50 percent of the FY 2015 RESEA funds that were carried over in FY 2016. A maximum limit equal to each state's FY 2016 RESEA grant was also applied. Each individual state may request an amount up to the award limit provided in Attachment D and has discretion to request a lesser amount based on appropriate factors such as capacity and program trends. Attachment A provides space for states to provide information for funding requests beyond the provided award limit for expanded activities, if additional funds become available.

Maximum award levels have also been provided for states that did not operate a RESEA program in FY 2016. These levels are based on a reduced workload of five percent of the state's projected FY 2017 UI first payments, and include \$100,000 to support information technology (IT) costs, if needed, as described under the "Administrative Cap" paragraph below. This funding level reflects limited service capacity during initial program implementation.

Administrative Cap. Beginning in FY 2017, administrative costs for the RESEA program are limited to 10 percent of the total grant award. This limitation aligns RESEA administrative costs with similar ETA grants and includes IT costs. States that did not administer a RESEA program in FY 2016 may request up to an additional \$100,000 beyond the 10 percent administrative cost limit to support IT costs associated with program start-up and implementation, including required reporting.

Initial RESEA Cost Limit. Since the launch of the RESEA program, there has been considerable variation in the cost of the initial RESEA session across states, ranging from less than \$100 to just under \$400. After analyzing RESEA trends and conducting comparisons to programs that provide assessments and reemployment services, ETA is implementing a cost per initial RESEA limit of no more than \$155. The majority of states already operate at levels near or below this target. States that have a higher cost per initial RESEA are encouraged to consider potential improved efficiencies, such as group orientations to American Job Center (AJC) services, automated scheduling, leveraging services and resources of workforce partners, and examining the length of the initial RESEA.

Limits on Subsequent RESEA Sessions. The number of subsequent RESEAs that may be charged to the grant is reduced from two to one. The reimbursable rate for the one fundable subsequent RESEA is capped at a maximum of up to \$80 per subsequent RESEA. This cap on subsequent RESEAs is intended to increase availability of services to additional UI beneficiaries and also encourage a timely transition of RESEA participants into other workforce programs. The \$80 reimbursement limit reflects the requirement that more time-intensive activities such as development of a reemployment plan, AJC orientation, and registration with the state's job bank must occur as part of the initial RESEA session. States continue to have flexibility in how the subsequent RESEA is delivered and may opt, where appropriate, for telephone, online chat, or other technology that allows for direct communication with the participant. Additional RESEAs beyond the initial and subsequent

session are allowable but would require leveraged funding, such as WIOA or Wagner-Peyser statewide funds, and may not be charged to RESEA grant funds.

Performance Reporting. Performance reporting for FY 2017 consists of the ETA forms 9128, 9129, 9128X, and 9129X. The ETA 9128 and ETA 9129 reports were amended in FY 2016 to remove comparison group reporting requirements. The ETA 9128X and ETA 9129X are new reports that collect service and outcome data specific to UCX claimants served by RESEAs. The amended ETA 9128 and ETA 9129 and new ETA 9128X and ETA 9129X forms were approved in FY 2016 and will be fully implemented in FY 2017. ETA previously alerted states to these changes in FY 2016 and additional guidance on these required reports is forthcoming.

Required Enrollment in Wagner-Peyser-funded Employment Services. The intent of RESEAs is to provide claimants with entry to a wide array of available resources that support reemployment and to connect claimants to the direct provision of intensive career services as appropriate. RESEAs were developed to supplement rather than supplant current reemployment activities provided by the integrated workforce system, and in this context ETA is requiring that RESEA participants be enrolled in Wagner-Peyser-funded Employment Services as part of the initial RESEA. As part of this enrollment, RESEA participants should be appropriately identified in case management and performance reporting systems. Given the structure of the state's workforce system, co-enrollment in WIOA Dislocated Worker or other available programs may also be appropriate, but is not a requirement of this grant.

6. **"No-Show" Costs and Promising Practices for Reduction.** Beginning in FY 2016 and continuing in FY 2017, costs for processing RESEA-scheduled appointments that are not completed due to the claimants' failure to report for the RESEA may not exceed 20 minutes of staff time. A breakout of these activities and their individual costs must be included in the RESEA proposal. Further, funding for these activities may not exceed 30 percent of the total number of scheduled RESEAs. To determine the percentage of claimants failing to report as directed, states should use the data reported on the ETA 9128 workloads report. States that have rates lower than 30 percent of the total number of scheduled RESEAs should base their estimate on this positive accomplishment. This change in cost structure will better reflect the costs associated with the RESEA "no shows" and encourage states to address high "no show" levels. Reimbursement for adjudication of issues that result when a claimant fails to report to a scheduled RESEA continues to be provided through the regular funding for UI non-monetary determinations.

The percentage of claimants who fail to report for a scheduled RESEA remains high in some states; close to or greater than 50 percent of the RESEAs scheduled in some states. Conversely, many states report rates that are lower than 20 percent. States are strongly encouraged to take actions that will increase the number of completed RESEAs such as:

- Evaluating the profiling model used to select participants;
- Revising call-in letters to stress the importance and value of attending the RESEA;
- Providing translated call-in letters and other RESEA related documentation to assist limited English proficient claimants understand program requirements and benefits;

- Making reminder phone calls/emails when possible. A recent study found that communications to remind the claimant of a RESEA appointment, and to reinforce the positive value of the RESEA to help the claimant become reemployed, significantly increased RESEA participation and completion; and
- Implementing automated scheduling systems that offer claimants the opportunity to schedule their own RESEA appointment. Automated scheduling systems may reduce the staffing costs incurred in scheduling claimants and significantly reduce the number of claimants who must be rescheduled. When states utilize a self-scheduling system, claimants should be provided a specific deadline for scheduling and attending a RESEA session, and must be referred to UI staff for adjudication, as appropriate, after the deadline passes.

7. **FY 2017 RESEA Proposals.** The RESEA proposal requirements are the same for all states. Those states that are continuing to operate a RESEA program (continuing states), as well as states that are not currently operating an RESEA program but plan to implement a program in FY 2017 (new states), must complete the information outlined in Attachments A and B of this UIPL. The performance period for FY 2017 RESEA, i.e., the period during which states should obligate their RESEA grant funds, begins on January 1, 2017, and ends on December 31, 2017. However, to allow for potential changes that might occur in states' ability to effectively use the RESEA grant funds during that period, the deadline specified by the Grant Officer on the Notice of Obligation for state obligation of these funds will be September 30, 2018. Obligations must be liquidated within 90 days of that obligation deadline; however, an extension to the liquidation period may be requested from the Grants Officer. All estimated cost figures for proposals for FY 2017 RESEA grants should be based on the time period ending December 31, 2017.

The amount of each RESEA grant is subject to the limits identified in section 5 and will be based upon the number of RESEAs that the state proposes to schedule, and the costs estimated by the state to provide RESEAs, including allowable costs for career services. States that have not scheduled the number of RESEAs that were funded in FY 2016 or prior years must use the remaining funds to complete the previously projected workloads and request funding for the remaining balance of the FY 2017 RESEA grant period.

States experiencing ongoing difficulties in reaching the UI RESEA workload projected (e.g., scheduled, completed, and failed to report) in their FY 2016 or prior UI RESEA proposals should request a lower level of RESEAs in FY 2017 than was requested in FY 2016. Proposals will be reviewed based solely on the information required in the application and states should include only the required information.

States that are not currently operating a RESEA program are strongly encouraged to consider applying for funding. ETA has proposed that the RESEA program become mandatory for all states and funding for the program has continuously increased. Ramping up a program now will position states to easily implement a mandatory program, should it be enacted.

All grant funding under this UIPL will be subject to the grant terms and conditions included in the final grant agreement. General grant information, requirements, and resources are available at <https://www.doleta.gov/grants/resources.cfm>.

8. **Basic RESEA Guidelines.** RESEA funds must be used to assess the continued eligibility and reemployment needs of UI claimants in the targeted populations. These funds may not supplant ongoing UI grant funds devoted to other state UI eligibility review program activities.

If a state does not implement RESEAs statewide, it must continue the WPRS program activities in the geographic locations where RESEAs are not available. The WPRS program continues to be a mandatory program. However, the RESEA program serves to meet the WPRS program requirements where these services are available to those individuals identified as most likely to exhaust UI benefits. UI claimants who have a definite return-to-work date; claimants who secure work only through a union hiring hall; and claimants who are in approved training should be excluded from the RESEA program.

RESEA services may be delivered by UI staff or well-trained Wagner-Peyser-funded state Employment Service staff, WIOA staff, or other AJC staff. The UI eligibility review is a key part of the RESEA for program integrity purposes. Service delivery staff must receive training to identify eligibility issues and must refer all eligibility issues to UI merit staff for adjudication, as appropriate. As previously mentioned in this UIPL, all eligibility determinations and redeterminations are funded through the regular funding for non-monetary determinations, not through the RESEA grant.

By applying for RESEA funding, states agree to integrate the RESEA program with WIOA and Wagner-Peyser-funded services. WIOA combines the Workforce Investment Act (WIA) “core and intensive activities” into combined “career services” and there is no required sequence for the delivery of services, which should allow job seekers to quickly access appropriate services. Career services are expected to be a key part of the success of the RESEA program. Each completed RESEA should include appropriate career services, which may include a referral to training or a skills assessment. However, RESEA funds may not be used to pay for training services or to purchase or pay for licenses for an assessment tool (e.g. the Transferable Occupation Relationship Quotient).

UI staff must be engaged in RESEA planning, administration, and oversight as well as all appropriate staff training on UI eligibility requirements. UI staff must be available and involved in the RESEA functions, including reporting, although it may not require a full-time position. Program staff delivering RESEAs must have sufficient training to conduct a thorough eligibility review and detect eligibility issues requiring adjudication. Further, states must have UI staff participation to ensure accurate data are provided in the RESEA-required reports, including the new Quarterly Narrative Progress Report (ETA 9165) for Supplemental Budget Request (SBR) project activities. Each calendar quarter, prior to submission, the reports should be reviewed for accuracy by the UI staff member of the RESEA team, in addition to being reviewed by the RESEA program lead (if a different staff member).

RESEA programs are designed to be an integral part of states’ strategies for delivering reemployment services. States should develop a career service delivery model to ensure that UI claimants served through the RESEA program receive an appropriate level of service suited to each individual claimant.

9. Required RESEA Services. Each RESEA must include the following minimum components to serve the needs of the claimant:

- UI eligibility assessment and referral to adjudication, as appropriate, if an issue or potential issue(s) is identified;
- Requirement for the claimant to report to an AJC;
- Orientation to AJC services;
- The provision of labor market and career information that addresses the claimant's specific needs;
- Registration with the state's job bank;
- Enrollment in Wagner-Peyser-funded Employment Services;
- Development or revision of an individual reemployment plan that includes work search activities, accessing services provided through an AJC or using self-service tools, and/or approved training to which the claimant acknowledges agreement; and
- Provision of at least one additional career service, such as:
 - Referrals and coordination with other workforce activities, including the WIOA Dislocated Worker Program;
 - Labor Exchange, including information about in-demand industries and occupations and/or job search assistance;
 - Information about the availability of supportive services;
 - Information and assistance with financial aid resources outside of those provided by WIOA;
 - Financial literacy services; and
 - Career readiness activities, including assistance with resume writing and/or interviewing.

States must provide each RESEA participant one-on-one services for the eligibility review and provide for the development of an individual reemployment plan, in collaboration with the claimant and tailored to their individual needs, during the initial RESEA. That plan must be updated during the subsequent RESEA, if any. It must contain specific steps to which the claimant agrees to adhere including reporting to and participating in the career service(s) determined to be most likely to result in reemployment or referral to career-related training. During the development of the individual reemployment plan, specific labor market information should be discussed to ensure that the claimant understands how labor market information can be used in an appropriate job search. Additional information about career services is available in TEGL No. 3-15 and WIOA final regulations at 20 CFR 678.430.

10. Service Delivery Design. In developing a service delivery design methodology for RESEA participants, states are encouraged to consider how to most effectively leverage AJC partner program resources and services as well as RESEA resources, particularly now that RESEA funds may be used to pay for actual career services. In the context of WIOA, RESEA services are a valuable one-stop resource, particularly given the increased focus that the Wagner-Peyser Act, as amended by WIOA, places on career services for UI claimants.

The RESEA program targets claimants who are most likely to exhaust benefits and be in need of reemployment services and, to the greatest extent feasible, new UCX claimants. All RESEA states must target these two populations. ETA will continue to provide ongoing assistance to states to help ensure that their models select claimants who are most in need of assistance to quickly return to work. Both targeted populations exclude claimants who have a definite return-to-work date, claimants who are in approved training, and claimants who seek work solely through a union hiring hall.

Both continuing states and new states have flexibility in staffing for the delivery of RESEAs. Different skill sets are needed to conduct the UI eligibility assessment, develop a reemployment plan, or make appropriate referrals to reemployment services at AJCs and/or to training. As previously stated, whether the state decides to use UI, Wagner-Peyser-funded Employment Service, WIOA, and/or other AJC staff to conduct RESEAs, states must ensure that the staff members assigned for each activity have the necessary training and that UI staff are involved in the development of the staff training and delivery of such training, as appropriate. States are encouraged to consider designating the same staff to provide both the required RESEA activities and at least some, if not all, of the career services deemed appropriate for an individual claimant, thus ensuring some continuity for the claimant.

States that conduct multiple RESEAs for the same individual must provide cost estimates for both the initial and the one subsequent RESEA. In general, the subsequent RESEA should require less time and resources because it is not necessary to repeat the orientation session, which is conducted during the initial RESEA. Otherwise, the subsequent RESEA must include: an eligibility review; review and updating of the claimant's individual reemployment plan; the provision of additional labor market information, as appropriate or if changes so dictate; and referral to additional career services or training. The subsequent RESEA should build upon the services provided in the initial RESEA and address the needs of the claimant at this later stage in the claim.

Once the state notifies a claimant that s/he has been selected for a RESEA, participation in the RESEA is mandatory. UI claimants must report in person to an AJC for staff-assisted services for the initial RESEA. If the subsequent RESEA is conducted remotely, state RESEA staff must ensure that both they and the claimant have access to the claimant's individual reemployment plan for reviewing and updating. The proposal must identify activities that are conducted by telephone and the associated costs. The claimant's activities must be reviewed, and any proposed changes, along with the concurrence of the claimant, must be documented.

Claimants who contact the appropriate agency before their RESEA appointment and request to change the scheduled RESEA date or time for good reason, such as scheduled job interviews, may be accommodated. They should be counted on the ETA 9128 and 9128X only as a "scheduled RESEA" rather than as a "rescheduled RESEA," as explained in ET Handbook No. 401.

If a claimant fails to report for any RESEA without notifying the state beforehand, the state must refer the issue of the claimant's failure to report to the appropriate UI staff to be adjudicated under state law.

States must select RESEA participants no later than the fifth week of the claim series and promptly schedule them for a RESEA. The fifth week in the claim series is the fourth week following the week in which the claimant files an initial claim. If the claimant has not yet established monetary eligibility for benefits or is not yet eligible because, for example, a nonmonetary issue is pending adjudication, the claimant may be selected during the first week that s/he claims benefits after being determined eligible for benefits.

Up to two RESEAs (the initial and one subsequent) for each individual claimant may be funded by the RESEA grant. States should focus their RESEA programs on helping claimants return to work as quickly as possible by providing comprehensive guidance and assistance to claimants during the initial RESEA. During the initial and any subsequent RESEA, states must refer claimants to appropriate career services or training, as appropriate. Claimants who fail to report for services as directed must be referred to UI adjudication. Any additional RESEAs scheduled for an individual who has received the initial RESEA and one subsequent RESEA may not be funded under this grant.

Funding for each individual RESEA may include individual staff time per RESEA, but the total cost of the initial RESEA is limited to \$155 per participant as described in section 5 of this UIPL. Costs for activities that involve multiple claimants are calculated on the basis of the time that is required for the activity and the number of claimants participating. If a portion of the RESEA is provided in a group setting, the staff time for that activity must be divided by the number of RESEA participants who are likely to be a part of the group activity. For example, if two staff members conduct a group orientation session that lasts one and one-half hours and ten RESEA participants are expected to attend, the staff time charged for each RESEA participant for this activity would be 18 minutes. This is calculated as follows:

90 minutes per member times 2 staff members = 180 minutes

180 minutes divided by 10 participants = 18 staff minutes per RESEA

States must report initial outcomes for 100 percent of the scheduled RESEAs that are reported on the ETA 9128 report. Each claimant scheduled for an RESEA will either participate in the RESEA or fail to participate; therefore, each scheduled RESEA must be reported as one of these two outcomes. Rescheduled RESEAs must be counted as another scheduled RESEA and the results reported when the claimant participates or fails to participate in the rescheduled RESEA.

11. **Administrative Processes.** States must establish or renew an agreement or Memorandum of Understanding (MOU) with the selected workforce service provider organization to address the requirements of the FY 2017 RESEA program funded under this grant. The MOU must address the following services, as well as career services, if the state RESEA program is funding those services:

- Orientation to help claimants access career services offered at AJCs through the resource room or virtually, with particular emphasis on accessing available labor market and career information;
- Registration with the state's job bank;
- Referrals to appropriate services offered through AJCs such as resume writing workshops, self-assessments, education and training information, interviewing techniques, networking, career exploration, and online job and occupations resources; and
- Support in the development of the claimant's tailored individual reemployment plan that must include work search activities, workshops on topics such as resume writing, job search strategies if needed, and/or approved training.

States that did not operate a RESEA program in FY 2016 must submit a copy of the MOU or provide the date when it will be submitted. States that are continuing RESEA states do not need to submit a copy of the MOU, but must certify that a MOU or other agreement has been signed by all service partners for the RESEA program. The agreement or MOU must confirm that the UI and workforce service providers, including state and local service partners, have agreed to collaborate to ensure that the requirements of the RESEA program will be met. This includes providing appropriate career services to RESEA participants by the designated party and providing the data that is needed for the ETA RESEA required reports.

A. UI Feedback Loop and Adjudication. Once selected for an initial or subsequent RESEA, claimants are required to participate in all components of the RESEA. Failure to report or participate in any aspect of the RESEA must result in referral to the UI agency for adjudication under the applicable state law. States must include a description in their proposals for the:

- Feedback loop from the AJC to the UI system on whether the claimants reported as directed and participated in the minimum activities outlined in their reemployment plans;
- Feedback loop established to refer any UI eligibility issues identified in the eligibility review for adjudication; and
- Process for referring to adjudication UI claimants selected for RESEAs who failed to report for the RESEA without contacting the agency.

B. Performance and Reporting. States must submit timely required reports, which are the ETA 9128, ETA 9128X, ETA 9129, and ETA 9129X. These reports are due on the 20th day of the second month following the end of the reporting quarter. Schedules for the submission of ETA 9128 and ETA 9129 are provided in ET Handbook No. 401. States must apply the same reporting schedule for the ETA 9128X and ETA 9129X reports. Additional guidance pertaining to the ETA 9128X and ETA 9129X reports will be issued separately. These reports capture specific data about the program participants. In addition, states must complete the Quarterly Narrative Progress Report (ETA 9165).

Continuing states must review reported data for the most recent four-quarter period and confirm the accuracy of the data in a narrative attached to the FY 2017 RESEA grant proposal. The narrative should explain the steps the state is taking to correct any errors in the data identified by ETA and/or the state. The narrative should address planned changes that will be implemented to improve data quality.

12. Accuracy and Timeliness of Required Reports. Accurate and timely reporting is critical to the success of the RESEA program. These data have been used for reports to Congress on the RESEA program and for budgeting purposes, and have clearly demonstrated the importance of the program. States submit reports on a quarterly basis and are responsible for ensuring that the data reported are accurate, and the reports are submitted timely. These data are entered into the UI Web-based reporting system. Reporting instructions for ETA 9128 and ETA 9129 reports are contained in ET Handbook No. 401, and the edit checks for these reports are contained in ET Handbook No. 402. ETA will issue separate guidance for the ETA 9128X and ETA 9129X reports. In addition, states must complete ETA 9165.

13. Proposal Format and Instructions. The format and instructions for preparing the RESEA grant proposals are provided in the attachments to this UIPL. States must provide the information requested in all of these attachments:

- Attachment A provides an abstract that must accompany all proposals.
- Attachment B provides guidance to states submitting proposals.

Standard Form (SF) 424, *Application for Federal Assistance*, and SF-424A, *Budget Information – Non-Construction Programs*, must be submitted for all RESEA grants. The SF-424A requires a breakout of object class categories in item 6 of section B - Budget Categories. The breakouts must match the proposed expenditures, and states must ensure that they submit the SF-424 and SF-424A forms. The SF-424 forms and instructions are available at <http://www.grants.gov/web/grants/form-instructions/sf-424-instructions.html>.

Each proposal must contain both the name and telephone number of the state agency administrator who is to be notified of approval of the grant, and the name, e-mail address, and telephone number of the individual who can respond to questions about the proposal.

14. RESEA Proposal Procedures. We encourage states to work with ETA regional office staff in developing their proposals to ensure that:

- The RESEA program is designed to meet the needs of the targeted UI/UCX claimant populations;
- UI and AJC staff work cooperatively in planning, developing, testing, and implementing this program;
- The proposed expenditures are justified and appropriate; and
- The state is prepared or will be prepared to collect the data for the required reports, including the ETA 9128 and ETA 9128X and ETA 9129 and ETA 9129X.

15. Timeline.

- States must submit proposals electronically to the National Office by December 29, 2016 with a copy to the appropriate regional office.
- States must submit a current SF-424, *Application for Federal Assistance*, signed by the state agency administrator and a current SF-424A, *Budget Information – Non-Construction Programs*, with the proposal. If any changes are required after review of the proposal, revised forms and/or proposals will be required before the awarding of these grant funds.

16. Action Requested. State agency administrators are requested to:

- Provide information contained in this UIPL to appropriate staff.
- Send, via e-mail, an electronic copy of the proposal to oui.sbr@dol.gov and a copy to the appropriate regional office using the title RESEA 2017 state name abbreviation such as RESEA 2017 AK, for Alaska.

17. Inquiries. Please direct questions to the appropriate Regional Office.

18. OMB Information Collection. OMB Information Collection No. 1225-0086, expires May 31, 2019. According to the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless such collection displays a valid OMB control number. Public reporting burden for this collection of information is estimated to average 20 hours per response, including time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments about the burden estimated or any other aspect of this collection of information, including suggestions for reducing this burden, to the U.S. Department of Labor, to the attention of the Departmental Clearance Officer, 200 Constitution Avenue NW, Room N1301; Washington, D.C. 20210. Comments may also be emailed to: DOL_PRA_PUBLIC@dol.gov. PLEASE DO NOT RETURN THE COMPLETED APPLICATION TO THIS ADDRESS. SEND IT TO THE SPONSORING AGENCY AS SPECIFIED IN THIS ANNOUNCEMENT.

19. Attachments.

- Attachment A - Elements of an Unemployment Insurance (UI) Reemployment Services and Eligibility Assessment (RESEA) Grant Proposal Abstract
- Attachment B - Unemployment Insurance (UI) Reemployment Services and Eligibility Assessment (RESEA) Cost Summary
- Attachment C- Maximum Fiscal Year (FY) 2017 Unemployment Insurance (UI) Reemployment Services and Eligibility Assessment (RESEA) Grant Awards by State.

How claimants are chosen to participate in the RESEA program:

Once a UI claim is approved, they are placed in a “RESEA pool”. The claims are filtered through a statistical computer model based on Federal guidelines. The model has several filters; if any of the claims fall into any of the filters they are eliminated from the pool and not available for selection to RESEA. Selection is based on characteristics of the claim that make the claimant likely to exhaust all benefits; they also have to be in first five weeks of the claim. Those most likely to exhaust are selected to RESEA. Each office has a set capacity and set amount of orientations per week based on office size.

Identified claimants not initially scheduled to report during a week will be left in a selection pool and ranked with claimants identified during following weeks, for a maximum of five weeks. Claimants not selected to participate in Re-Employment Services by the fifth week of their unemployment will be dropped from the pool.

As of July 1, 2015, U.S. DOL requires that all initial UCX claimants be selected for mandatory RESEA participation. Claimants that are identified as UCX (Unemployment Compensation for Ex-servicemembers) claimants will be automatically selected to receive RESEA services, and will not be placed in the RESEA pool. The orientations for these claimants will be held on a separate day than other RESEA Orientations. UCX claimants will receive their initial assessment and orientation information from the RESEA Coordinator, then will spend the rest of their time and subsequent returns with the VET staff, if applicable.

STAFF DUTIES

Comprehensive AJC Staff:

Shared duties:

- Orientation
- Explanation of RESEA, AJC Services, and Labor Market Information
- Referral to partner services when applicable
- Facilitation of Reemployment Services, workshops, and other core intensive services
- Case noting services provided during visit

Title III staff duties:

- Initial Assessment
- Development of Work Search Plan/EDP/IEP
- UI Eligibility Review
- Documentation of activities in JOBS4TN

Title I staff duties:

- Explanation of Title I services provided

Affiliate AJC Staff:

- Orientation
- Explanation of RESEA, AJC Services, and Labor Market Information
- UI Eligibility Review
- Initial Assessment
- Development of Work Search Plan/EDP/IEP
- Referral to partner services when applicable
- Facilitation of Reemployment Services, Workshops, and other core intensive services
- Case Noting services provided during visit

RESEA Operational Flow Chart for Comprehensive Centers

Claimants are selected for RESEA and mailed letters notifying them of their requirement to report, location they are to report and the date and time.

A service code of 190 – First Scheduled RESEA and an event is automatically created in VOS for each individual selected for participation.

RESEA Coordinators access the rosters in Jobs4TN to find the scheduled participants each week for orientation.

Steps when the participant attends their orientation

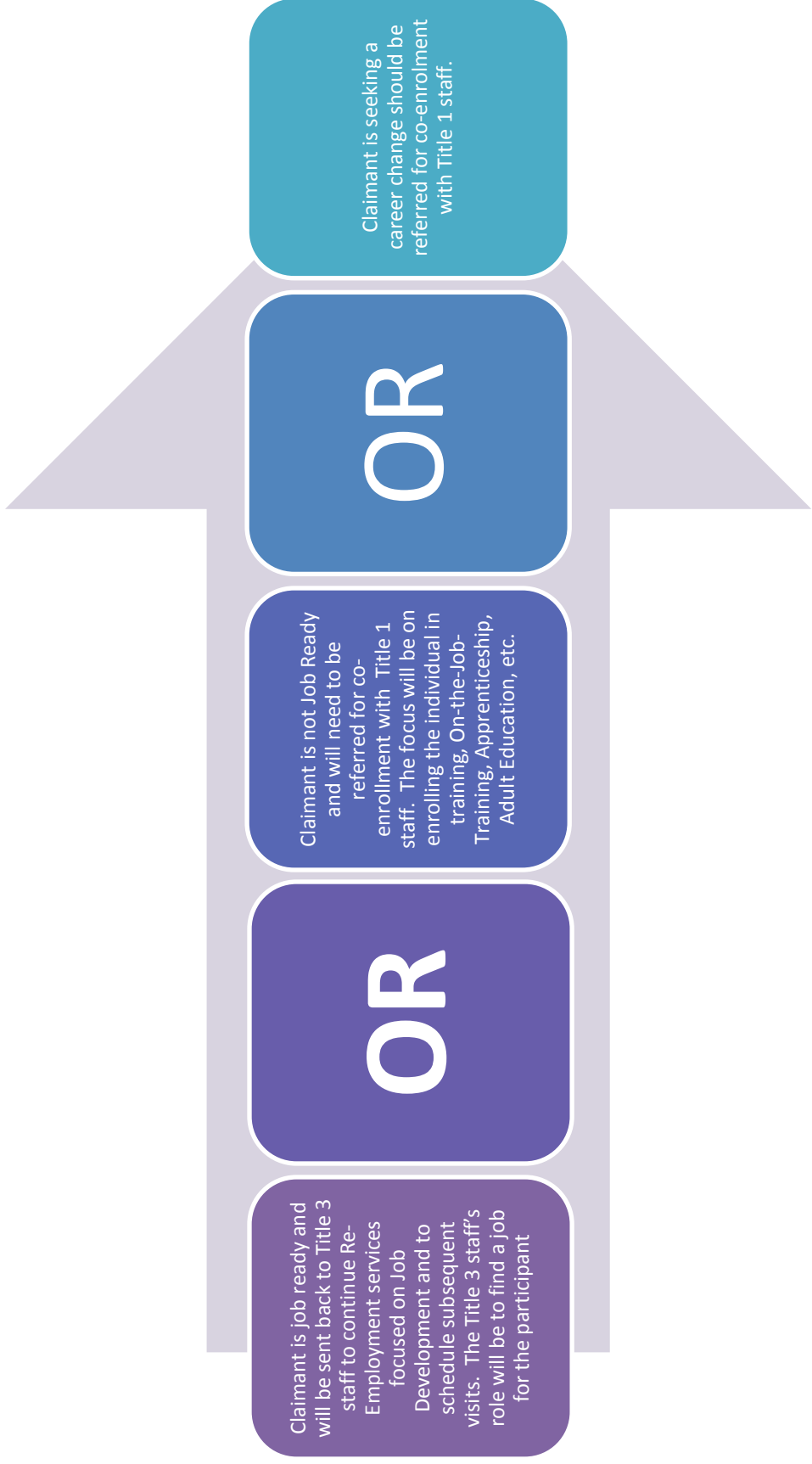
Title 3 staff will explain the RESEA program and process in a group setting. They will also explain the Career Center services and the Employment Toolkit.

Title 3 Staff will verify that the individual has completed their work search log completely and will also review the ERI form

After ERI review, one claimant will visit with Title 3 staff and the other will participate in other Re-employment activities until the one-on-one with Title 3 staff is complete.

Title 3 staff will put the claimant through an assessment and begin the EDP process in a one-on-one setting.

After the Assessment there will be one of three possible steps



Failure to Report

For the claimants who do not show for their orientation, they will be addressed by WP staff, who will make the necessary entries in Jobs4TN (192- RESEA Failed to Report service code) that will result in TDLWD Unemployment Insurant's system stopping the claimant's unemployment claim.

RESEA Operational Flow Chart for Affiliate Centers

Claimants are selected for RESEA and mailed letters notifying them of their requirement to report, location they are to report and the date and time.

A service code of 190 – First Scheduled RESEA and an event is automatically created in VOS for each individual selected for participation.

RESEA Coordinators access the rosters in Jobs4TN to find the scheduled participants each week for orientation.

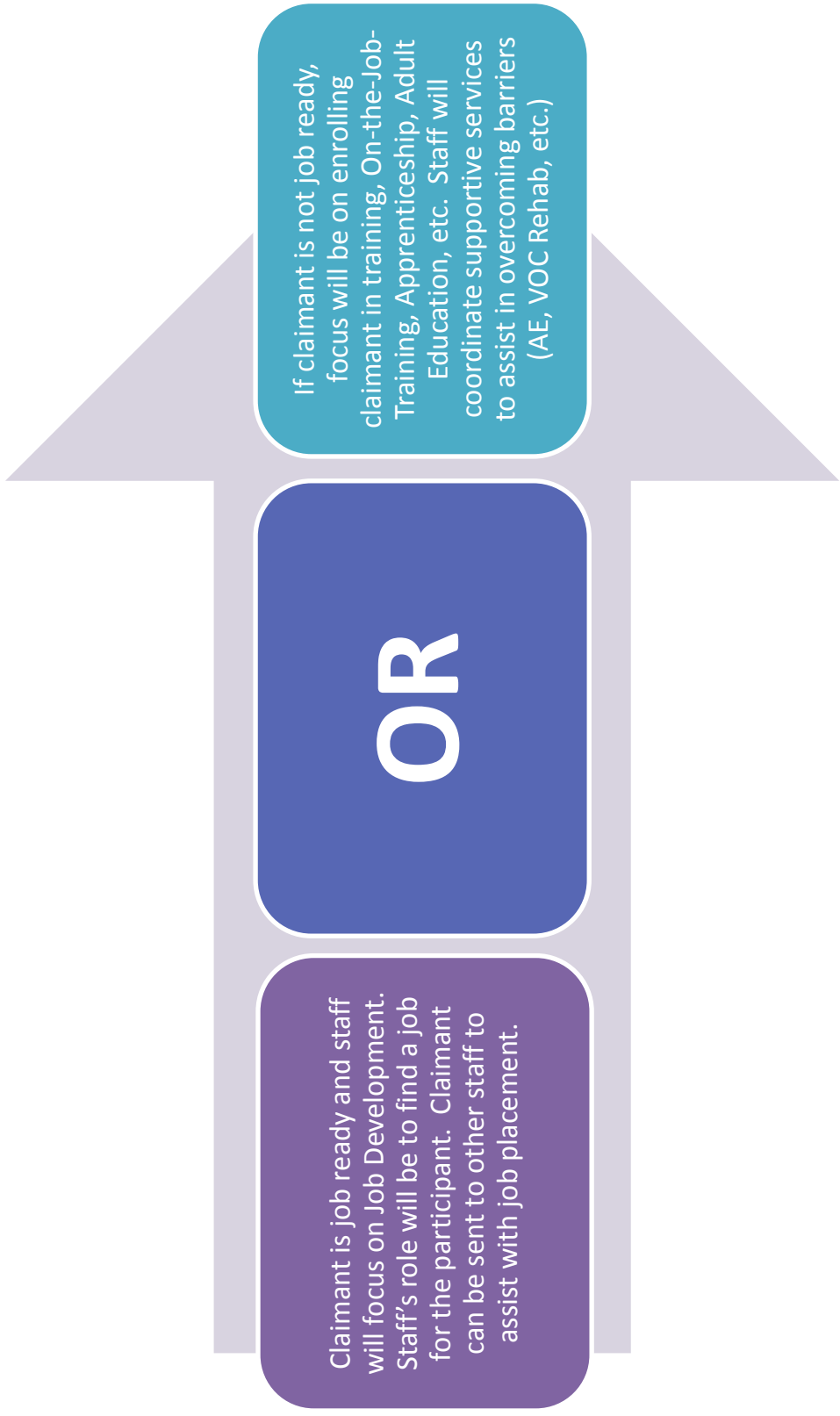
Steps when the participant attends their orientation

Staff will explain the RESEA program and process in a group setting. They will also explain the Career Center services and the Employment Toolkit.

Staff will verify that the individual has completed Skills Assessment and review the ERI form.

After ERI review, claimant will visit with staff to conduct an assessment for job readiness and begin their EDP.

After the Assessment there will be one of two possible steps



Failure to Report

Staff will make the necessary entries in Jobs4TN (192-RESEA Failed to Report service code) that will result in TDLWD Unemployment Insurant's system stopping the claimant's unemployment claim if the claimant fails to report for orientation.

RESEA Operational Flow Chart for UCX

Claimants are selected for RESEA and mailed letters notifying them of their requirement to report, location they are to report and the date and time.

A service code of 190 – First Scheduled RESEA and an event is automatically created in VOS for each individual selected for participation.

RESEA Coordinators access the rosters in Jobs4TN to find the scheduled participants each week for orientation.

RESEA Staff will explain the RESEA program and process in a group setting. They will also explain the Career Center services and the Employment Toolkit.

Staff will verify that the individual has completed their ERI and will also review the ERI form

After ERI review, RESEA Staff hands off eligible veteran claimant to DVOP staff. DVOP staff will begin assessment and development plan. They will also make any referrals needed by claimant for supportive services, I.E. Adult Education, Voc Rehab, etc.

First Subsequent return two weeks later:
Claimant will check in with RESEA staff
before meeting with DVOP and after
meeting with DVOP to schedule
subsequent return. ERI and all admin and
VOS documentation conducted by RESEA
Staff.

Claimant will continue to
participate in any Title 1 or
DVOP activities after
completion of RESEA activities.

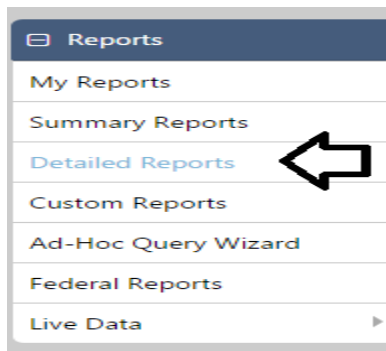
PROCEDURES

190-First Scheduled RESEA Report

190- First Scheduled RESEA service code is the representation that the claimant has been selected and scheduled to participate in RESEA. The 190-First Scheduled RESEA report can be used to view claimants that are scheduled to attend RESEA Orientation at your American Job Center.

To run a 190-First Scheduled RESEA report:

- **Select Detailed reports in the menu**



- **Select Service Provided Individuals**



- Select By office



Services Provided Individuals Reports

Service: ?

Advanced

- [by Grant](#)
- [by Service Status](#)

Basic

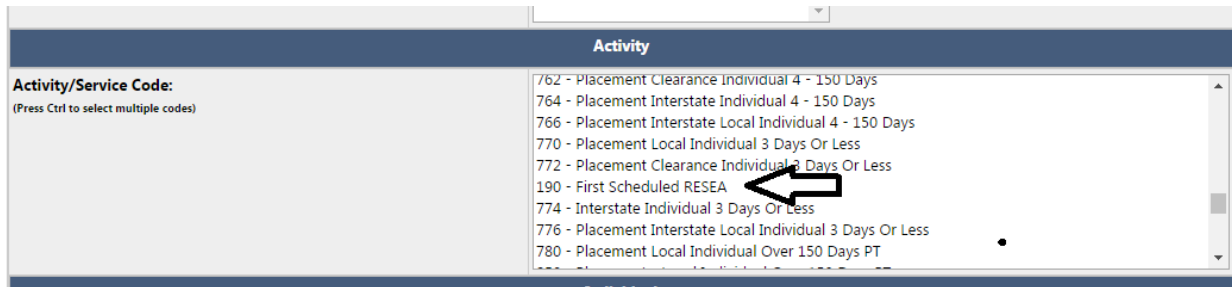
- [All Services List](#)
- [by Age](#)
- [by Race](#)
- [by Gender](#)
- [by Ethnicity](#)
- [by Zip Code](#)
- [by County](#)
- [by Access Location](#)
- [by Discharge Status](#)
- [by Education Level](#)
- [by Disability Status](#)
- [by Service Assistance Type](#)

- [by Enrollment Characteristics](#)
- [by Staff Edit](#)
- [Services by Provider](#)
- [by Work Status](#)
- [by Potential Eligibility for Veteran Benefits](#)
- [by Disabled Veteran Status](#)
- [by Veteran Status](#)
- [by Veteran Campaign Status](#)
- [by Selective Service](#)
- [by MSFW Status](#)
- [by Region/LWIA](#)
- [by Office](#)
- [by Staff Assigned](#)
- [by Staff Reported](#)
- [by Individual](#)

- Under Locaton in the drop box select your LWDA

Location	
Region/LWIA	None Selected
State:	None Selected
Position:	West TN Career Coach
Staff Assigned:	LWDA 02
	LWDA 03
	LWDA 04
	LWDA 07
	LWDA 08
	System Set LWIA - Default **Inactive**
	Central Office **Inactive**
	LWDA 01
	LWDA 05
	LWDA 06
	LWDA 09
	LWDA 10
	LWDA 11
	LWDA 12
	LWDA 13
	Middle TN Career Coach
	East TN Career Coach
	State Contractor (N/A) **Inactive**

- In Activity section select “ 190- First Scheduled RESEA”

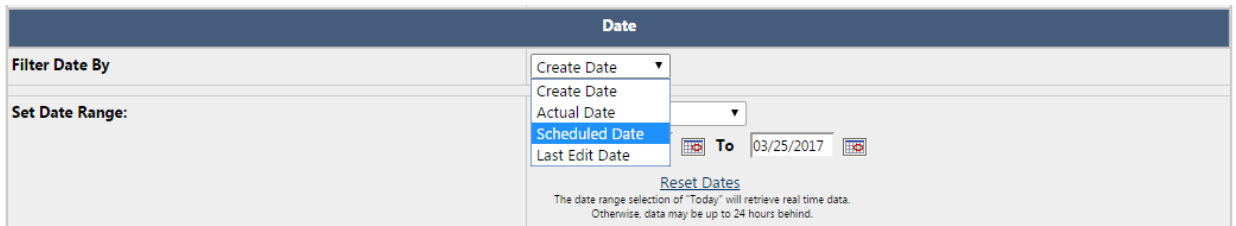


Activity

Activity/Service Code:
(Press Ctrl to select multiple codes)

- 762 - Placement Clearance Individual 4 - 150 Days
- 764 - Placement Interstate Individual 4 - 150 Days
- 766 - Placement Interstate Local Individual 4 - 150 Days
- 770 - Placement Local Individual 3 Days Or Less
- 772 - Placement Clearance Individual 3 Days Or Less
- 190 - First Scheduled RESEA
- 774 - Interstate Individual 3 Days Or Less
- 776 - Placement Interstate Local Individual 3 Days Or Less
- 780 - Placement Local Individual Over 150 Days PT

- Select “Scheduled Date” in the drop box



Date

Filter Date By

Set Date Range:

Create Date
Create Date
Actual Date
Scheduled Date
Last Edit Date

To 03/25/2017

[Reset Dates](#)

The date range selection of "Today" will retrieve real time data.
Otherwise, data may be up to 24 hours behind.

Display Report

- In Date section select the Sundays date in the “from” box and Saturdays date in the “to” box

Date

Filter Date By

Scheduled Date ▾

Set Date Range:

Custom Date ▾

From

03/19/2017

To

03/25/2017

[Reset Dates](#)
The date range selection of "Today" will retrieve real time data.
Otherwise, data may be up to 24 hours behind.

Display Report

- **Select your American Job Center to see claimants scheduled for the week**



List of Services provided to individuals by Office for All Programs with a Region/LWIA of LWDA 09 where Scheduled Date is between 03/19/2017 and 03/25/2017.

* Click on the link in each row to display the individuals that make up the total. Only the first 5,000 will be returned.

Office*	Total Programs	Total Users	Total Services	Percent
American Job Center - Murfreesboro	1	24	128	35.65%
American Job Center - Nashville	1	35	187	52.09%
American Job Center - Lebanon	1	7	44	12.26%
Total Rows: 3	3	66	359	100.00%

Records per page:

50 ▾

[Excel](#)
[CSV](#)
[Pipe Delimited](#)
[Print](#)
[PDF](#)

[Change Report Search Criteria](#)

Select another Services Provided Individuals Report

- **190-First Scheduled RESEA results**



List of Services provided to individuals by Office for All Programs with a Activity/Service Code like (First Scheduled RESEA) with a Region/LWIA of where Create Date is between 03/12/2017 and 03/18/2017.

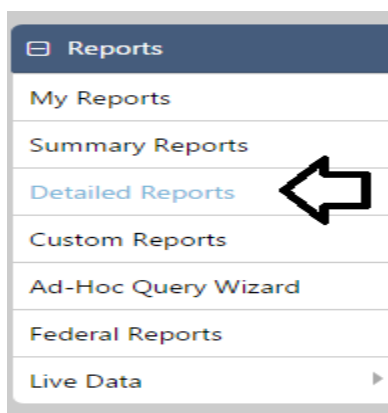
User Id	Office	First Name	Last Name	City, State Country	Service	Staff Created	Create Date	Program	Staff Edited
348446	American Job Center - Nashville	WILLIAM	HALL	MADISON, TN US	190 - First Scheduled RESEA	system	03/13/2017	WP	N/A
3354562	American Job Center - Nashville	JEREMIAH	GREER	GOODLETTSVILLE, TN US	190 - First Scheduled RESEA	system	03/13/2017	WP	N/A
1505696	American Job Center - Nashville	Denise	Whitehead	Madison, TN US	190 - First Scheduled RESEA	system	03/13/2017	WP	N/A
2663865	American Job Center - Nashville	LEIGH	MANUEL	NASHVILLE, TN US	190 - First Scheduled RESEA	system	03/13/2017	WP	N/A
7396991	American Job Center - Nashville	Brenda	Hayes	Goodlettsville, TN US	190 - First Scheduled RESEA	system	03/13/2017	WP	N/A
7396811	American Job Center - Nashville	Puthachart	Weatherspoon	Hemitage, TN US	190 - First Scheduled RESEA	system	03/13/2017	WP	N/A
3058500	American Job Center - Nashville	Brandon	Harrell	Antioch, TN US	190 - First Scheduled RESEA	system	03/13/2017	WP	N/A
558856	American Job Center - Nashville	ERIC	JONES	Antioch, TN US	190 - First Scheduled RESEA	system	03/13/2017	WP	N/A
3049029	American Job Center - Nashville	Anthony	Frierson Li	NASHVILLE, TN US	190 - First Scheduled RESEA	system	03/13/2017	WP	N/A
628688	American Job Center - Nashville	Earltoya	Boss	NASHVILLE, TN US	190 - First Scheduled RESEA	system	03/13/2017	WP	N/A
1105887	American Job Center - Nashville	Bryan	Fearn	Nashville, TN US	190 - First Scheduled RESEA	system	03/13/2017	WP	N/A
SHAWN KIRKHAM	American Job Center - Nashville	Shawn	Kirkham	NASHVILLE, TN US	190 - First Scheduled RESEA	system	03/13/2017	WP	N/A

196- RESEA Subsequent Schedule Report

This service represents that the claimant has been scheduled for a return

*visit. **To run a 196-Subsequent Schedule report:***

- **Detailed Reports**



- **Services Provided Individuals**

Services Reports

[Services Provided Employer](#)
Display Service Provided Employer Reports

[Services Provided Individuals](#)
Display Services Provided Individuals Reports

- **By Office**



Services Provided Individuals Reports

Service:



Advanced

- [by Grant](#)
- [by Service Status](#)

Basic

- [All Services](#)
- [List](#)
- [by Age](#)
- [by Race](#)
- [by Gender](#)
- [by Ethnicity](#)
- [by Zip Code](#)
- [by County](#)
- [by Access Location](#)
- [by Discharge Status](#)
- [by Education Level](#)
- [by Disability Status](#)
- [by Service Assistance Type](#)

- [by Enrollment Characteristics](#)
- [by Staff Edit](#)
- [Services by Provider](#)
- [by Work Status](#)
- [by Potential Eligibility for Veteran Benefits](#)
- [by Disabled Veteran Status](#)
- [by Veteran Status](#)
- [by Veteran Campaign Status](#)
- [by Selective Service](#)
- [by MSFW Status](#)
- [by Region/LWIA](#)
- [by Office](#)
- [by Staff Assigned](#)
- [by Staff Reported](#)
- [by Individual](#)



- Under Location in the drop box select LWDA

Location

Region/LWIA: None Selected

State: None Selected

Position: West TN Career Coach

Staff Assigned: LWDA 02, LWDA 03, LWDA 04, LWDA 07, LWDA 08, System Set LWIA - Default **Inactive**, Central Office **Inactive**, LWDA 01, LWDA 05, LWDA 06, **LWDA 09**, LWDA 10, LWDA 11, LWDA 12, LWDA 13, Middle TN Career Coach, East TN Career Coach, State Contractor (N/A) **Inactive**

- In the Activities sections select “ 196-RESEA Subsequent Schedule”

Activity

Activity/Service Code: (Press Ctrl to select multiple codes)

762 - Placement Clearance Individual 4 - 150 Days
 764 - Placement Interstate Individual 4 - 150 Days
 766 - Placement Interstate Local Individual 4 - 150 Days
 770 - Placement Local Individual 3 Days Or Less
 772 - Placement Clearance Individual 3 Days Or Less
 190 - First Scheduled RESEA
 774 - Interstate Individual 3 Days Or Less
 776 - Placement Interstate Local Individual 3 Days Or Less
 780 - Placement Local Individual Over 150 Days PT

- Select “ Scheduled Date” in the drop box

Date

Filter Date By: Create Date, Create Date, Actual Date, **Scheduled Date**, Last Edit Date

Set Date Range: To 03/25/2017

[Reset Dates](#)
 The date range selection of "Today" will retrieve real time data. Otherwise, data may be up to 24 hours behind.

Display Report

- In the Date sections select Sundays date in the “From” box and select Saturdays date in the “to” box

Date

Filter Date By Scheduled Date

Set Date Range:

Custom Date

From 03/19/2017 To 03/25/2017

[Reset Dates](#)
The date range selection of "Today" will retrieve real time data. Otherwise, data may be up to 24 hours behind.

Display Report

- Select Display Report to display results



List of Services provided to individuals by Office for All Programs with a Activity/Service Code like (RESEA Subsequent Schedule) with a Region/LWIA of LWDA 09 where Scheduled Date is between 03/12/2017 and 03/18/2017.

* Click on the link in each row to display the individuals that make up the total. Only the first 5,000 will be returned.

Office*	Total Programs	Total Users	Total Services	Percent
American Job Center - Murfreesboro	1	11	11	44.00%
American Job Center - Nashville	1	13	13	52.00%
American Job Center - Lebanon	1	1	1	4.00%
Total Rows: 3	3	25	25	100.00%

Total Number of Available Rows: 3
Number of Rows in Current View: 3
Records per page: 50

[Excel](#)
[CSV](#)
[Pipe Delimited](#)
[Print](#)
[PDF](#)

[Change Report Search Criteria](#)

Select another Services Provided Individuals Report

- Results should appear like this



List of Services provided to individuals by Office for All Programs with a Activity/Service Code like (RESEA Subsequent Schedule) with a Region/LWIA of where Scheduled Date is between 03/12/2017 and 03/18/2017.

User Id	Office	First Name	Last Name	City, State	Country	Service	Staff Created	Schedule Date	Program	Staff Edited
2446252	American Job Center - Nashville	Shawanda	Childs	Antioch, TN	US	196 - RESEA Subsequent Schedule	3236177	3/14/2017 8:30:00 AM	WP	Marquez-Rios, Mayra
3189858	American Job Center - Nashville	HARRELL	WELLS	Nashville, TN	US	196 - RESEA Subsequent Schedule	3236177	3/14/2017 1:00:00 PM	WP	Marquez-Rios, Mayra
1500122	American Job Center - Nashville	JONATHAN	JOHNSON	Nashville, TN	US	196 - RESEA Subsequent Schedule	3236177	3/14/2017 10:00:00 AM	WP	Marquez-Rios, Mayra
7382850	American Job Center - Nashville	Jimmye	Signorelli	Hermitage, TN	US	196 - RESEA Subsequent Schedule	3236177	3/14/2017 9:30:00 AM	WP	Marquez-Rios, Mayra
7382860	American Job Center - Nashville	Carolyn	Griggs	Nashville, TN	US	196 - RESEA Subsequent Schedule	3236177	3/14/2017 11:00:00 AM	WP	Marquez-Rios, Mayra
1772120	American Job Center - Nashville	JEFFERY	PENUEL	Old Hickory, TN	US	196 - RESEA Subsequent Schedule	3236177	3/14/2017 10:30:00 AM	WP	Marquez-Rios, Mayra
2717766	American Job Center - Nashville	Tiffany	Hicks	Nashville, TN	US	196 - RESEA Subsequent Schedule	3236177	3/14/2017 9:00:00 AM	WP	Marquez-Rios, Mayra
7379031	American Job Center - Nashville	Roger	Parker	Old Hickory, TN	US	196 - RESEA Subsequent Schedule	3236177	3/14/2017 11:30:00 AM	WP	Marquez-Rios, Mayra
7373720	American Job Center - Nashville	Raphaella	Keohane	Nashville, TN	US	196 - RESEA Subsequent Schedule	3236177	3/14/2017 2:00:00 PM	WP	Marquez-Rios, Mayra
2774888	American Job Center - Nashville	MONICA	NICHOLS	NASHVILLE, TN	US	196 - RESEA Subsequent Schedule	3236177	3/14/2017 2:30:00 AM	WP	Marquez-Rios, Mayra

RESEA Scenario Instructions

I. Attends Their Visit Scenarios

1. A claimant attends their Initially Scheduled Orientation/Rescheduled Orientation

A. Result the associated event as 'Attended'.

Sun	Mon	Tue	Wed	Thu	Fri	Sat
30	1 May	2	3	4	5	6
	RESEA Subsequent Return	RESEA Subsequent Return	RESEA Subsequent Return	RESEA Subsequent Return	RESEA Subsequent Return	
	RESEA Re-scheduled Orientation	RESEA Re-scheduled Orientation	RESEA Re-scheduled Orientation	RESEA Re-scheduled Orientation	RESEA Re-scheduled Orientation	
	RESEA - FULL	Job Fair	RESEA - FULL	Job Fair	RESEA - FULL	
	RESEA - FULL		Job Fair		Job Fair	
			RESEA - FULL			
7	8	9	10	11	12	13

Attendee	User Type	SSN	Phone	Date Registered	Status	Action
BROOKS, SHERLVON (SHERLVON)	Individual	1725	(615) 498-0399	4/5/2017 7:06:49 PM	Registered	Reschedule Delete Services Add Case Note
Dobbs, Mark (MDOBBS0807)	Individual	0807	(949) 864-9755	4/5/2017 7:06:04 PM	No Show Exempted UI No Show UI Rescheduled UI Attended	Reschedule Delete Services Add Case Note
Dugan, Kenneth (KEDUGAN)	Individual	7114	(615) 500-2544	4/5/2017 7:06:10 PM	Registered	Reschedule Delete

B. Add 592-RESEA Referred to Reemployment Service or 593-RESEA Referred to Training service code.

C. Add 196-RESEA Subsequent Schedule service code with a Successful Completion. Also, enter scheduled date for the date they are scheduled to return. The scheduled date needs to be two weeks after they attend their orientation.

<input checked="" type="checkbox"/>	05/03/2017	01:30 PM	196 - RESEA Subsequent Schedule	[RR Search]	04/19/2017
<input type="checkbox"/>	04/19/2017	00:00 AM	197 - RESEA Subsequent Completed	[RR Search]	
<input type="checkbox"/>	04/19/2017	00:00 AM	198 - RESEA Program Completed	[RR Search]	
<input type="checkbox"/>	04/19/2017	00:00 AM	592 - RESEA Referred to Reemployment	[RR Search]	
<input checked="" type="checkbox"/>	04/19/2017	00:00 AM	593 - RESEA Referred to Training	[RR Search]	04/19/2017
<input type="checkbox"/>	04/19/2017	00:00 AM	19A - RESEA Compliant	[RR Search]	

D. Add individual to a Subsequent Event. The subsequent event should be the same date as the scheduled date on the 196-RESEA Subsequent Scheduled service code which is two weeks after their orientation.

30	1 May	2	3	4	5	6
	RESEA Subsequent Return	RESEA Subsequent Return	RESEA Subsequent Return	RESEA Subsequent Return	RESEA Subsequent Return	
	RESEA Re-scheduled Orientation	RESEA Re-scheduled Orientation	RESEA Re-scheduled Orientation	RESEA Re-scheduled Orientation	RESEA Re-scheduled Orientation	
	RESEA - FULL	Job Fair	RESEA - FULL	Job Fair	RESEA - FULL	
	RESEA - FULL		Job Fair		Job Fair	
			RESEA - FULL			

Event Date: 5/3/2017

Attendee	User Type	SSN	Phone	Date Registered	Status	Action
BROOKS, SHERLVON (SHERLVON)	Individual	1725	(615) 498-0399	4/19/2017 2:16:46 PM	Registered	Reschedule Delete Services Add Case Note
Total Users: 1 Registered: 1 Seats Remaining: Unlimited						

Office	Service Code	Program	Scheduled Date/Time	Actual End Date	Completion Code	Action
French Landing	593 - RESEA Referred to Training	WP #301003047	4/19/2017	4/19/2017	Successful Completion	View Delete
Nashville	205 - Develop Service Strategies (IEP/ISS/EDP)	WP #301003047	4/19/2017 1:30:00 PM	4/19/2017	Successful Completion	View Delete
French Landing	196 - RESEA Subsequent Schedule	WP #301003047	5/3/2017 1:30:00 PM	4/19/2017	Successful Completion	View Delete
Nashville	195 - RESEA UI Eligibility	WP #301003047	4/19/2017 1:30:00 PM	4/19/2017	Successful Completion	View Delete

- E. Add a Case Note that provides explanation of what happened during the visit and what conversations took place with the claimant.
- F. Upload required documents in Jobs4TN.

2. A claimant attends a Subsequent Return

- A. Result the associated event as 'Attended'.

Attendee	User Type	SSN	Phone	Date Registered	Status	Action
BROOKS, SHERLVON (SHERLVON)	Individual	1725	(615) 498-0399	4/5/2017 7:06:49 PM	Registered Registered Attended Canceled No Show Exempted UI No Show UI Rescheduled UI Attended	Reschedule Delete Services Add Case Note
Dobbs, Mark (MDOBBS0807)	Individual	0807	(949) 864-9755	4/5/2017 7:06:04 PM	Registered Registered Attended Canceled No Show Exempted UI No Show UI Rescheduled UI Attended	Reschedule Delete Services Add Case Note
Dugan, Kenneth (KUGAN)	Individual	7114	(615) 500-2544	4/5/2017 7:06:10 PM	Registered	Reschedule Delete

- B. Add 196-RESEA Subsequent Schedule service code with a Successful Completion. The scheduled date needs to be the date of their final Subsequent Return which should be two weeks after the first return date.

Office	Service Code	Program	Scheduled Date/Time	Actual End Date	Completion Code	Action
French Landing	593 - RESEA Referred to Training	WP #301003047	4/19/2017	4/19/2017	Successful Completion	View Delete
Nashville	205 - Develop Service Strategies (IEP/ISS/EDP)	WP #301003047	4/19/2017 1:30:00 PM	4/19/2017	Successful Completion	View Delete
French Landing	196 - RESEA Subsequent Schedule	WP #301003047	5/3/2017 1:30:00 PM	4/19/2017	Successful Completion	View Delete
Nashville	195 - RESEA UI Eligibility	WP #301003047	4/19/2017 1:30:00 PM	4/19/2017	Successful Completion	View Delete

- C. Add individual to a Subsequent Event for their final return which should be the same date as the scheduled date on the 196-RESEA

30
1 May
2
3
4
5
6

RESEA Subsequent Return
RESEA Re-scheduled Orientation
RESEA - FULL
RESEA - FULL

RESEA Subsequent Return
RESEA Re-scheduled Orientation
Job Fair

RESEA Subsequent Return
RESEA Re-scheduled Orientation
RESEA - FULL
Job Fair
RESEA - FULL

RESEA Subsequent Return
RESEA Re-scheduled Orientation
Job Fair

RESEA Subsequent Return
RESEA Re-scheduled Orientation
RESEA - FULL
Job Fair

Event Date: 5/3/2017

Attendee	User Type	SSN	Phone	Date Registered	Status	Action
BROOKS, SHERLVON (SHERLVON)	Individual	1725	(615) 498-0399	4/19/2017 2:16:46 PM	Registered	Reschedule Delete Services Add Case Note

Total Users: 1

Registered: 1

Seats Remaining: Unlimited

Service Plan

*Service/Activity Code:

198 - RESEA Program Completed

Program Application Association:

301003047
Associate to different WP Application

Scheduled Date:

04/19/2017
Today

Scheduled Time:

01 : 30 PM

Actual Service Date:

04/19/2017
Today

Completion Code:

None Selected

RR Event:

None Selected

*LWIA / Region:

Profiled Position Requirements Completed

*Office Location:

POP-No Contact

*Position:

POP-Completed

Staff User ID - Created:

POP-Not Completed

Staff User ID - Last Edited:

Gold Work Readiness Certification

Case Note:

Silver Work Readiness Certification

Successful Completion

Unsuccessful Completion - Failed to Report

Unsuccessful Completion - Dropped Out

Reported for Profiling Services - Did Not Complete

Reported for Profiling Services - Completed

Voided

Subject

Actions

will not display here until your service has Criteria link

42

3. A claimant reports for Orientation and had previously failed to report for Orientation

A. Add claimant to a RESEA Rescheduled Orientation Event.

Calendar view showing events for May 3, 2017. An arrow points to the 'RESEA Re-scheduled Orientation' event on May 3rd.

Event Date:	5/3/2017					
Attendee	User Type	SSN	Phone	Date Registered	Status	Action
BROOKS, SHERLVON (SHERLVON)	Individual	1725	(615) 498-0399	4/19/2017 2:16:46 PM	Registered	Reschedule Delete Services Add Case Note
Total Users: 1 Registered: 1 Seats Remaining: Unlimited						

An arrow points to the 'Registered' status dropdown in the table.

B. Result the associated event as 'Attended'.

Attendee	User Type	SSN	Phone	Date Registered	Status	Action
BROOKS, SHERLVON (SHERLVON)	Individual	1725	(615) 498-0399	4/5/2017 7:06:49 PM	Registered	Reschedule Delete Services Add Case Note
Dobbs, Mark (MDOBBS0807)	Individual	0807	(949) 864-9755	4/5/2017 7:06:04 PM	No Show	Reschedule Delete Services Add Case Note
Dugan, Kenneth (KUGAN0807)	Individual	7114	(615) 500-2544	4/5/2017 7:06:10 PM	Registered	Reschedule Delete

C. Add 19A-RESEA Compliant service code.

Office	Service Code	Program	Scheduled Date/Time	Actual End Date	Completion Code	Action
Nashville	19A - RESEA Compliant	WP #301045400	4/20/2017	4/20/2017	Successful Completion	View Delete

D. Add 592-RESEA Referred to Reemployment Service or 593-RESEA Referred to Training service code.

E. Add 196-RESEA Subsequent Schedule service code with a Successful Completion. Also, enter scheduled date for the date they are scheduled to return. The scheduled date needs to be two weeks after they attend their orientation.

<input checked="" type="checkbox"/>	05/03/2017	01	30	PM	196 - RESEA Subsequent Schedule	[RR Search]	04/19/2017
<input type="checkbox"/>	04/19/2017	00	00	AM	197 - RESEA Subsequent Completed	[RR Search]	
<input type="checkbox"/>	04/19/2017	00	00	AM	198 - RESEA Program Completed	[RR Search]	
<input type="checkbox"/>	04/19/2017	00	00	AM	592 - RESEA Referred to Reemployment	[RR Search]	
<input checked="" type="checkbox"/>	04/19/2017	00	00	AM	593 - RESEA Referred to Training	[RR Search]	04/19/2017
<input type="checkbox"/>	04/19/2017	00	00	AM	19A - RESEA Compliant	[RR Search]	

F. Add individual to a Subsequent Event. The subsequent event should be the same date as the scheduled date on the 196-RESEA Subsequent Scheduled service code which is two weeks after their orientation.

30

1 May

RESEA Subsequent Return

RESEA Re-scheduled Orientation

RESEA - FULL

RESEA - FULL

2

RESEA Subsequent Return

RESEA Re-scheduled Orientation

Job Fair

3

RESEA Subsequent Return

RESEA Re-scheduled Orientation

RESEA - FULL

Job Fair

RESEA - FULL

4

RESEA Subsequent Return

RESEA Re-scheduled Orientation

Job Fair

5

RESEA Subsequent Return

RESEA Re-scheduled Orientation

RESEA - FULL

Job Fair

6

Event Date: 5/3/2017

Attendee	User Type	SSN	Phone	Date Registered	Status	Action
BROOKS, SHERLVON (SHERLVON)	Individual	1725	(615) 498-0399	4/19/2017 2:16:46 PM	Registered	Reschedule Delete Services Add Case Note

Total Users: 1
Registered: 1
Seats Remaining: Unlimited

Office	Service Code	Program	Scheduled Date/Time	Actual End Date	Completion Code	Action
French Landing	593 - RESEA Referred to Training	WP #301003047	4/19/2017	4/19/2017	Successful Completion	View Delete
Nashville	205 - Develop Service Strategies (IEP/ISS/EDP)	WP #301003047	4/19/2017 1:30:00 PM	4/19/2017	Successful Completion	View Delete
French Landing	196 - RESEA Subsequent Schedule	WP #301003047	5/3/2017 1:30:00 PM	4/19/2017	Successful Completion	View Delete
Nashville	195 - RESEA UI Eligibility	WP #301003047	4/19/2017 1:30:00 PM	4/19/2017	Successful Completion	View Delete

G. Add a Case Note that provides explanation of what happened during the visit and what conversations took place with the claimant.

H. Upload required documents in Jobs4TN.

4. A claimant reports for their Subsequent Return and had previously failed to report for their Subsequent Return

A. Add claimant to a RESEA Subsequent Return Event.

30	1 May	2	3	4	5	6
	RESEA Subsequent Return	RESEA Subsequent Return	RESEA Subsequent Return	RESEA Subsequent Return	RESEA Subsequent Return	
	RESEA Re-scheduled Orientation	RESEA Re-scheduled Orientation	RESEA Re-scheduled Orientation	RESEA Re-scheduled Orientation	RESEA Re-scheduled Orientation	
	RESEA - FULL	Job Fair	RESEA - FULL	Job Fair	RESEA - FULL	
	RESEA - FULL		Job Fair		Job Fair	
			RESEA - FULL			

B. Result the associated event as 'Attended'.

Attendee	User Type	SSN	Phone	Date Registered	Status	Action
BROOKS, SHERLVON (SHERLVON)	Individual	1725	(615) 498-0399	4/5/2017 7:06:49 PM	Registered	Reschedule Delete Services Add Case Note
Dobbs, Mark (MDOBBS0807)	Individual	0807	(949) 864-9755	4/5/2017 7:06:04 PM	Registered	Reschedule Delete Services Add Case Note
Dugan, Kenneth (KUGAN)	Individual	7114	(615) 500-2544	4/5/2017 7:06:10 PM	Registered	Reschedule Delete

C. Add 19A-RESEA Compliant service code.

Office	Service Code	Program	Scheduled Date/Time	Actual End Date	Completion Code	Action
Nashville	19A - RESEA Compliant	WP #301045400	4/20/2017	4/20/2017	Successful Completion	View Delete

D. Add 196- RESEA Subsequent Schedule service code with a Successful Completion. The scheduled date needs to be the date of their final Subsequent Return which should be two weeks after this return date.

Office	Service Code	Program	Scheduled Date/Time	Actual End Date	Completion Code	Action
French Landing	593 - RESEA Referred to Training	WP #301003047	4/19/2017	4/19/2017	Successful Completion	View Delete
Nashville	205 - Develop Service Strategies (IEP/ISS/EDP)	WP #301003047	4/19/2017 1:30:00 PM	4/19/2017	Successful Completion	View Delete
French Landing	196 - RESEA Subsequent Schedule	WP #301003047	5/3/2017 1:30:00 PM	4/19/2017	Successful Completion	View Delete
Nashville	195 - RESEA UI Eligibility	WP #301003047	4/19/2017 1:30:00 PM	4/19/2017	Successful Completion	View Delete

E. Add individual to a Subsequent Event for their final return which should be the same date as the scheduled date on the 196-RESEA Subsequent Schedule service code. That date is two weeks after this return date.

30	1 May	2	3	4	5	6
	RESEA Subsequent Return	RESEA Subsequent Return	RESEA Subsequent Return	RESEA Subsequent Return	RESEA Subsequent Return	
	RESEA Re-scheduled Orientation	RESEA Re-scheduled Orientation	RESEA Re-scheduled Orientation	RESEA Re-scheduled Orientation	RESEA Re-scheduled Orientation	
	RESEA - FULL	Job Fair	RESEA - FULL	Job Fair	RESEA - FULL	
	RESEA - FULL		Job Fair		Job Fair	
			RESEA - FULL			

Event Date: 5/3/2017

Attendee	User Type	SSN	Phone	Date Registered	Status	Action
BROOKS, SHERLVON (SHERLVON)	Individual	1725	(615) 498-0399	4/19/2017 2:16:46 PM	Registered	Reschedule Delete Services Add Case Note
Total Users: 1 Registered: 1 Seats Remaining: Unlimited						

F. ***Skip step D and E if this was the claimant's last return and add a 198-RESEA Program Completed service code with a Successful Completion.***

Service Plan

*Service/Activity Code:

198 - RESEA Program Completed

Program Application Association:

301003047 [Associate to different WP Application](#)

Scheduled Date:

04/19/2017 [Today](#)

Scheduled Time:

01 : 30 PM

Actual Service Date:

04/19/2017 [Today](#)

Completion Code:

None Selected

None Selected

Profiled Position Requirements Completed

POP-No Contact

POP-Completed

POP-Not Completed

Gold Work Readiness Certification

Silver Work Readiness Certification

Bronze Work Readiness Certification

Successful Completion

Unsuccessful Completion - Failed to Report

Unsuccessful Completion - Dropped Out

Reported for Profiling Services - Did Not Complete

Reported for Profiling Services - Completed

Voided

RR Event:

None Selected

*LWIA / Region:

*Office Location:

*Position:

Staff User ID - Created:

Staff User ID - Last Edited:

Case Note:

Subject

Actions

will not display here until your service has Criteria link

G. Add a Case Note that provides explanation of what happened during the visit and what conversations took place with the claimant.

H. Upload required documents in Jobs4TN.

II. Failed to Comply Scenarios

1. A claimant does not attend their Initially Scheduled

Orientation/Rescheduled Orientation

A. Result event as 'No Show' with a reason other than 'Refused to Participate'. The *192-RESEA Failed to Report* service code will be automatically added once the event is resulted.

Attendee	User Type	SSN	Phone	Date Registered	Status	Action
BROOKS, SHERLVON (SHERLVON)	Individual	1725	(615) 498-0399	4/5/2017 7:06:49 PM	No Show	Reschedule Delete Services Add Case Note
<div> Reason for No Show: <div> None Selected None Selected Address Undeliverable Claim Ended Deceased Disqualified on other issue Exhausted Benefits In TAA Training Incarcerated Medical Relocated In-State Relocated Out-of-State Out of Reporting Status Refused to Participate Returned to Work Unknown Other (Explain) </div> </div>						
Dobbs, Mark (MDQBBS0807)	Individual	0807	(949)	4/19/2017 7:06:04 PM	Registered	Reschedule Delete Services Add Case Note
Dugan, Kenneth (DUGAN@44)	Individual	7114	(615)	4/19/2017 7:06:10 PM	Registered	Reschedule Delete Services Add Case Note
OTTNEY, TAMMALA (TOTTNEY92327)	Individual	2327	(615)	4/19/2017 7:06:33 PM	Registered	Reschedule Delete Services Add Case Note
Registered: 3 Attended: 1						

Office	Service Code	Program	Scheduled Date/Time	Actual End Date	Completion Code	Action
Nashville	192 - RESEA Failed to Report	WP #301003047	4/19/2017 1:30:00 PM	4/20/2017 9:05:00 AM	Successful Completion	View Delete

2. A claimant does not attend a Subsequent Return

A. Result event as 'No Show' with a reason other than 'Refused to Participate'. The *192-RESEA Failed to Report* service code will be automatically added once the event is resulted.

Attendee	User Type	SSN	Phone	Date Registered	Status	Action
BROOKS, SHERLVON (SHERLVON)	Individual	1725	(615) 498-0399	4/5/2017 7:06:49 PM	No Show	Reschedule Delete Services Add Case Note
<div> Reason for No Show: <div> None Selected None Selected Address Undeliverable Claim Ended Deceased Disqualified on other issue Exhausted Benefits In TAA Training Incarcerated Medical Relocated In-State Relocated Out-of-State Out of Reporting Status Refused to Participate Returned to Work Unknown Other (Explain) </div> </div>						
Dobbs, Mark (MDQBBS0807)	Individual	0807	(949)	4/19/2017 7:06:04 PM	Registered	Reschedule Delete Services Add Case Note
Dugan, Kenneth (DUGAN@44)	Individual	7114	(615)	4/19/2017 7:06:10 PM	Registered	Reschedule Delete Services Add Case Note
OTTNEY, TAMMALA (TOTTNEY92327)	Individual	2327	(615)	4/19/2017 7:06:33 PM	Registered	Reschedule Delete Services Add Case Note
Registered: 3 Attended: 1						

Office	Service Code	Program	Scheduled Date/Time	Actual End Date	Completion Code	Action
Nashville	192 - RESEA Failed to Report	WP #301003047	4/19/2017 1:30:00 PM	4/20/2017 9:05:00 AM	Successful Completion	View Delete

3. A claimant refuses to participate in RESEA services

- A. Take a claimant statement (if able). Upload statement to Jobs4TN and email to central office RESEA staff.
- B. Result the associated event as 'No Show' with the reason 'Refused to Participate'. This will automatically apply the service code 19B-RESEA Refused Service.

Attendee	User Type	SSN	Phone	Date Registered	Status	Action
BROOKS, SHERLVON (SHERLVON)	Individual	1725	(615) 498-0399	4/5/2017 7:06:49 PM	No Show	Reschedule Delete Services Add Case Note
<div> <div>* Reason for No Show:</div> <div> <div>Other (Explain)</div> <div> None Selected Address Undeliverable Claim Ended Deceased Disqualified on other issue Exhausted Benefits In TAA Training Incarcerated Medical Relocated In-State Relocated Out-of-State Out of Reporting Status Refused to Participate Returned to Work Unknown Other (Explain) </div> </div> </div>						
Dobbs, Mark (MDOBB50807)	Individual	0807	(949)	4/5/2017 7:06:04 PM	Registered	Reschedule Delete Services Add Case Note
Dugan, Kenneth (DUGAN@44)	Individual	7114	(615)	4/5/2017 7:06:10 PM	Registered	Reschedule Delete Services Add Case Note
OTTNEY, TAMMALA (TOTTNEY92327)	Individual	2327	(615)	4/5/2017 7:06:33 PM	Registered	Reschedule Delete Services Add Case Note

Office	Service Code	Program	Scheduled Date/Time	Actual End Date	Completion Code	Action
Nashville	19B - RESEA Refused Service	WP #301003047	4/19/2017 1:30:00 PM	4/20/2017 9:05:00 AM	Successful Completion	View Delete

4. Claimant fails to report and is currently non-compliant with RESEA

- A. Cancel the event in which the claimant was scheduled to attend. If the event is resulted as a no show, then it will create duplicated non-compliant service codes.

Attendee	User Type	SSN	Phone	Date Registered	Status	Action
BROOKS, SHERLVON (SHERLVON)	Individual	1725	(615) 498-0399	4/5/2017 7:06:49 PM	<div> CANCELED Registered Attended CANCELED </div>	Reschedule Delete Services Add Case Note
Dobbs, Mark (MDOBBS0807)	Individual	0807	(949) 864-9755	4/5/2017 7:06:04 PM	<div> No Show Exempted UI No Show UI Rescheduled UI Attended </div>	Reschedule Delete Services Add Case Note
Dugan, Kenneth (DUIGAN044)	Individual	7114	(615) 500-2544	4/5/2017 7:06:10 PM	<div> Registered </div>	Reschedule Delete

III. Job Placement Scenarios

1. Claimants who have started work and reports that information prior to Orientation

- Complete Job Placement Verification Form.
- Complete UI Eligibility Form and Provide Labor Market Services
- Result their original event as cancelled.

Attendee	User Type	SSN	Phone	Date Registered	Status	Action
BROOKS, SHERLVON (SHERLVON)	Individual	1725	(615) 498-0399	4/5/2017 7:06:49 PM	<div> CANCELED Registered Attended CANCELED </div>	Reschedule Delete Services Add Case Note
Dobbs, Mark (MDOBBS0807)	Individual	0807	(949) 864-9755	4/5/2017 7:06:04 PM	<div> No Show Exempted UI No Show UI Rescheduled UI Attended </div>	Reschedule Delete Services Add Case Note
Dugan, Kenneth (DUIGAN044)	Individual	7114	(615) 500-2544	4/5/2017 7:06:10 PM	<div> Registered </div>	Reschedule Delete

- Register for new event on the date they report their placement and result as attended.

Attendee	User Type	SSN	Phone	Date Registered	Status	Action
BROOKS, SHERLVON (SHERLVON)	Individual	1725	(615) 498-0399	4/5/2017 7:06:49 PM	<div> Registered Registered Attended CANCELED </div>	Reschedule Delete Services Add Case Note
Dobbs, Mark (MDOBBS0807)	Individual	0807	(949) 864-9755	4/5/2017 7:06:04 PM	<div> No Show Exempted UI No Show UI Rescheduled UI Attended </div>	Reschedule Delete Services Add Case Note
Dugan, Kenneth (DUIGAN044)	Individual	7114	(615) 500-2544	4/5/2017 7:06:10 PM	<div> Registered </div>	Reschedule Delete

- Apply the 193-RESEA Placement service code.

Service Plan

*Service/Activity Code: 193 - RESEA Placement

Program Application Association: 301003047 [Associate to different WP Application](#)

Scheduled Date: 04/20/2017 [Today](#)

Scheduled Time: : AM

Actual Service Date: 04/20/2017 [Today](#)

Completion Code: Successful Completion

RR Event: [\[RR Search \]](#)

*LWIA / Region: LWDA 09

*Office Location: American Job Center - Nashville

*Position: Staff

Staff User ID - Created: 3242209


Staff User ID - Last Edited: 3242209

[\[Add a new Case Note \]](#) [\[Show Filter Criteria \]](#)

Case Note:

ID	Create Date	Subject	Actions
No data found.			

Newly created case notes associated with this service will not display here until your service has been saved. To view all case notes, use the Show Filter Criteria link

Nashville	193 - RESEA Placement		WP #301003047	4/20/2017	4/20/2017	Successful Completion	View Delete
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- Create a case note with an explanation of their placement.
- Upload their documentation to their case file in Jobs4TN.
- Email their placement information to Central Office RESEA staff.

2. Claimants who have started work and reports that information during Orientation

- Complete Job Placement Verification Form.
- Complete UI Eligibility Form and Provide Labor Market services.
- Result their event as attended

Attendee	User Type	SSN	Phone	Date Registered	Status	Action
BROOKS, SHERLVON (SHERLVON)	Individual	1725	(615) 498-0399	4/5/2017 7:06:49 PM	Registered	Reschedule Delete Services Add Case Note
Dobbs, Mark (MDOBBS0807)	Individual	0807	(949) 864-9755	4/5/2017 7:06:04 PM	No Show Exempted UI No Show UI Rescheduled UI Attended	Reschedule Delete Services Add Case Note
Dugan, Kenneth (KUDUGAN)	Individual	7114	(615) 500-2544	4/5/2017 7:06:10 PM	Registered	Reschedule Delete

- Apply the 193-RESEA Placement service code.

Service Plan

*Service/Activity Code:

193 - RESEA Placement

Program Application Association:

301003047 [Associate to different WP Application](#)

Scheduled Date:

04/20/2017 [Today](#)

Scheduled Time:

: AM

Actual Service Date:

04/20/2017 [Today](#)

Completion Code:

Successful Completion

RR Event:

[\[RR Search \]](#)

*LWIA / Region:

LWDA 09

*Office Location:

American Job Center - Nashville

*Position:

Staff

Staff User ID - Created:

3242209

Staff User ID - Last Edited:

3242209

[\[Add a new Case Note \]](#) [\[Show Filter Criteria \]](#)

Case Note:

ID	Create Date	Subject	Actions
No data found.			

Newly created case notes associated with this service will not display here until your service has been saved. To view all case notes, use the [Show Filter Criteria](#) link

- E. Create a case note with an explanation of their placement.
- F. Upload their documentation to their case file in Jobs4TN.
- G. Email their placement information to Central Office RESEA staff.

3. Claimants who have started work prior to or during a Subsequent Visit

- A. Complete Job Placement Verification Form.
- B. Result their event as cancelled.
- C. Apply the 193-RESEA Placement service code.

Service Plan

*Service/Activity Code:

193 - RESEA Placement

Program Application Association:

301003047 [Associate to different WP Application](#)

Scheduled Date:

04/20/2017 [Today](#)

Scheduled Time:

: AM

Actual Service Date:

04/20/2017 [Today](#)

Completion Code:

Successful Completion

RR Event:

[\[RR Search \]](#)

*LWIA / Region:

LWDA 09

*Office Location:

American Job Center - Nashville

*Position:

Staff

Staff User ID - Created:

3242209

Staff User ID - Last Edited:


3242209

[\[Add a new Case Note \]](#) [\[Show Filter Criteria \]](#)

Case Note:

ID	Create Date	Subject	Actions
No data found.			

Newly created case notes associated with this service will not display here until your service has been saved. To view all case notes, use the [Show Filter Criteria](#) link

Nashville	193 - RESEA Placement		WP #301003047	4/20/2017	4/20/2017	Successful Completion	View Delete
-----------	-----------------------	---	---------------	-----------	-----------	-----------------------	---

- D. Create a case note with an explanation of their placement.
- E. Upload their documentation to their case file in Jobs4TN.
- F. Email their placement information to Central Office RESEA staff.

4. Claimants who are currently non-compliant, but have begun employment.

- A. Complete Job Placement Verification Form.
- B. Add 19A-RESEA Compliant service code.

Office	Service Code	Program	Scheduled Date/Time	Actual End Date	Completion Code	Action
Nashville	19A - RESEA Compliant	WP #301045400	4/20/2017	4/20/2017	Successful Completion	View Delete

- C. Apply the 193-RESEA Placement service code.

Service Plan

*Service/Activity Code:

193 - RESEA Placement

Program Application Association:

301003047 [Associate to different WP Application](#)

Scheduled Date:

04/20/2017 [Today](#)

Scheduled Time:

: AM

Actual Service Date:

04/20/2017 [Today](#)

Completion Code:

Successful Completion

RR Event:

[\[RR Search \]](#)

*LWIA / Region:

LWDA 09

*Office Location:

American Job Center - Nashville

*Position:

Staff

Staff User ID - Created:

3242209

Staff User ID - Last Edited:

3242209

[\[Add a new Case Note \]](#) [\[Show Filter Criteria \]](#)

Case Note:

ID	Create Date	Subject	Actions
No data found.			

Newly created case notes associated with this service will not display here until your service has been saved. To view all case notes, use the Show Filter Criteria link

Nashville	193 - RESEA Placement	WP #301003047	4/20/2017	4/20/2017	Successful Completion	View Delete
-----------	-----------------------	---------------	-----------	-----------	-----------------------	--

- D. Create a case note with an explanation of their placement.
- E. Upload their documentation to their case file in Jobs4TN.
- F. Email their placement information to Central Office RESEA staff.

5. Claimants who have future date of employment and the placement has been confirmed by the claimant

- A. Complete Job Placement Verification Form
- B. Upload Job Placement Verification Form to their case file in Jobs4TN.
- C. Require participation until employment begins.

****Add 19A- RESEA Compliant if claimant is currently non-compliant. ****

Office	Service Code	Program	Scheduled Date/Time	Actual End Date	Completion Code	Action
Nashville	19A - RESEA Compliant	WP #301045400	4/20/2017	4/20/2017	Successful Completion	View Delete

- D. When the employment date arrives you will need to contact the claimant via email (or preferred method) to confirm employment has begun.
- E. Confirmation of employment from claimant must be made in order to report as a placement.
- F. There are four scenarios to the process of confirming the placement:

- 1. If the claimant confirms they have begun employment:
 - a. Record the 193-RESEA Placement service code.

Nashville	193 - RESEA Placement	WP #301003047	4/20/2017	4/20/2017	Successful Completion	View Delete
-----------	-----------------------	---------------	-----------	-----------	-----------------------	--

- b. Create a case note with an explanation of their placement.
 - c. Email their placement information to Central Office RESEA staff.

- 2. If you receive no confirmation/contact from the claimant:

- a. Submit the Job Placement Verification Form to central office staff with a note that the placement has not been confirmed.
- b. Create a case note explaining you have not received confirmation of their placement.
- c. If applicable, require participation in the RESEA program and result their event as a no show.

Attendee	User Type	SSN	Phone	Date Registered	Status	Action
BROOKS, SHERLVON (SHERLVON)	Individual	1725	(615) 498-0399	4/5/2017 7:06:49 PM	No Show	Reschedule Delete Services Add Case Note
<div> <div>* Reason for No Show:</div> <div> None Selected None Selected Address Undeliverable Claim Ended Deceased Disqualified on other issue Exhausted Benefits In TAA Training Incarcerated Medical Relocated In-State Relocated Out-of-State Out of Reporting Status Refused to Participate Returned to Work Unknown Other (Explain) </div> </div>						
Dobbs, Mark (MDOBBS0807)	Individual	0807	(949)	7:06:04 PM	Registered	Reschedule Delete Services Add Case Note
Dugan, Kenneth (DUGAN@44)	Individual	7114	(615)	7:06:10 PM	Registered	Reschedule Delete Services Add Case Note
OTTNEY, TAMMALA (TOTTNEY92327)	Individual	2327	(615)	7:06:33 PM	Registered	Reschedule Delete Services Add Case Note
Registered: 3 Attended: 1						

3. If the claimant did not begin employment:
 - a. Require participation in the RESEA program if the claimant has not already completed RESEA requirements.

Attendee	User Type	SSN	Phone	Date Registered	Status	Action
Boggs, Mark (MBOGG573358)	Individual	3358	(615) 838-0233	5/1/2017 3:49:58 PM	Registered	Reschedule Delete Services Add Case Note

4. If the date of their placement has changed:

- a. Collect a new Job Placement Verification Form.
- b. Upload the new Job Placement Verification Form to their case file in Jobs4TN.
- c. Require participation until their new placement date.
- d. Repeat confirmation steps above on their new placement date.

IV. Rescheduled Scenarios

1. A claimant wants to reschedule their Initial Orientation within the same week and contacts you **BEFORE** their scheduled date/time

A. Result the associated event as 'Cancelled'

Attendee	User Type	SSN	Phone	Date Registered	Status	Action
BROOKS, SHERLVON (SHERLVON)	Individual	1725	(615) 498-0399	4/5/2017 7:06:49 PM	<div> <div>Cancelled</div> <div>Registered</div> <div>Attended</div> <div>Cancelled</div> </div>	Reschedule Delete Services Add Case Note
Dobbs, Mark (MDOBBS0807)	Individual	0807	(949) 864-9755	4/5/2017 7:06:04 PM	<div> <div>No Show</div> <div>Exempted</div> <div>UI No Show</div> <div>UI Rescheduled</div> <div>UI Attended</div> <div>Registered</div> </div>	Reschedule Delete Services Add Case Note
Dugan, Kenneth (DIGAN044)	Individual	7114	(615) 500-2544	4/5/2017 7:06:10 PM	Registered	Reschedule Delete

B. Register the individual to a Rescheduled Orientation Event within the same week.

	<u>8</u>	<u>9</u>	<u>10</u>	<u>11</u>	<u>12</u>	<u>13</u>
	RESEA Subsequent Return	RESEA Subsequent Return	RESEA Subsequent Return	RESEA Subsequent Return	RESEA Subsequent Return	
	RESEA Re-scheduled Orientation	RESEA Re-scheduled Orientation	RESEA Re-scheduled Orientation	RESEA Re-scheduled Orientation	RESEA Re-scheduled Orientation	
	RESEA - FULL	Job Fair	RESEA - FULL	Job Fair	RESEA - FULL	
	RESEA - FULL		Job Fair		Job Fair	
			RESEA - FULL			
<u>14</u>	<u>15</u>	<u>16</u>	<u>17</u>	<u>18</u>	<u>19</u>	<u>20</u>

Event Date: 5/3/2017 ▼

Attendee	User Type	SSN	Phone	Date Registered	Status	Action
BROOKS, SHERLVON (SHERLVON)	Individual	1725	(615) 498-0399	4/19/2017 2:16:46 PM	Registered ▼ 	Reschedule Delete Services Add Case Note
Total Users: 1 Registered: 1 Seats Remaining: Unlimited						


2. A claimant wants to reschedule their Initial Orientation to a future week and contacts you BEFORE their scheduled date/time

A. Result the associated event as 'Cancelled'

Attendee	User Type	SSN	Phone	Date Registered	Status	Action
BROOKS, SHERLVON (SHERLVON)	Individual	1725	(615) 498-0399	4/5/2017 7:06:49 PM	Cancelled ▼ Registered Attended Cancelled	Reschedule Delete Services Add Case Note
Dobbs, Mark (MDOBBS0807)	Individual	0807	(949) 864-9755	4/5/2017 7:06:04 PM	No Show Exempted UI No Show UI Rescheduled UI Attended	Reschedule Delete Services Add Case Note
Duqan, Kenneth (DUIGAN044)	Individual	7114	(615) 500-2544	4/5/2017 7:06:10 PM	Registered ▼	Reschedule Delete

B. Register the individual to a Rescheduled Orientation Event to a future week

Event Date: 5/3/2017 ▼

Attendee	User Type	SSN	Phone	Date Registered	Status	Action
BROOKS, SHERLVON (SHERLVON)	Individual	1725	(615) 498-0399	4/19/2017 2:16:46 PM	Registered ▼ 	Reschedule Delete Services Add Case Note
Total Users: 1 Registered: 1 Seats Remaining: Unlimited						

C. Add a 191-RESEA Rescheduled service code with a successful completion and a future scheduled date.

Service Plan

*Service/Activity Code:

191 - RESEA Reschedule

Program Application Association:

301003047 [Associate to different WP Application](#)

Scheduled Date:

04/27/2017 Today

Scheduled Time:

:

AM

Actual Service Date:

04/20/2017 Today

Completion Code:

Successful Completion

RR Event:

[\[RR Search \]](#)

*LWIA / Region:

LWDA 09

*Office Location:

American Job Center - Nashville

*Position:

Staff

Staff User ID - Created:

3242209

Staff User ID - Last Edited:

3242209

[\[Add a new Case Note | Show Filter Criteria \]](#)

Case Note:

ID	Create Date	Subject	Actions
No data found.			

Newly created case notes associated with this service will not display here until your service has been saved. To view all case notes, use the Show Filter Criteria link

3. A claimant wants to reschedule their Initial Orientation within the same week and contacts you AFTER their scheduled date/time

- A. Instruct the claimant that they will need to complete their Orientation by the end of the week, or their benefits will be placed on hold until they are able to comply. If they are currently non-compliant, then they will remain non-compliant until they are able to attend.
- B. Result the event as "Cancelled".

Attendee	User Type	SSN	Phone	Date Registered	Status	Action
BROOKS, SHERLVON (SHERLVON)	Individual	1725	(615) 498-0399	4/5/2017 7:06:49 PM	<div>Cancelled</div> <div>Registered</div> <div>Attended</div> <div>Cancelled</div>	Reschedule Delete Services Add Case Note
Dobbs, Mark (MDOBBS0807)	Individual	0807	(949) 864-9755	4/5/2017 7:06:04 PM	<div>No Show</div> <div>Exempted</div> <div>UI No Show</div> <div>UI Rescheduled</div> <div>UI Attended</div> <div>Registered</div>	Reschedule Delete Services Add Case Note
Duqan, Kenneth (DUIGAN#44)	Individual	7114	(615) 500-2544	4/5/2017 7:06:10 PM	Registered	Reschedule Delete

C. Place in a Rescheduled Orientation Event within the same week as their Initial Orientation.

Attendee	User Type	SSN	Phone	Date Registered	Status	Action
Crouch, Harold (HCROUCH13999)	Individual	3999	(615) 720-0207	5/8/2017 11:46:08 AM	Registered	Reschedule Delete Reschedule Add Case Note

Event Date: 5/3/2017

Attendee	User Type	SSN	Phone	Date Registered	Status	Action
BROOKS, SHERLVON (SHERLVON)	Individual	1725	(615) 498-0399	4/19/2017 2:16:46 PM	Registered	Reschedule Delete Services Add Case Note
Total Users: 1 Registered: 1 Seats Remaining: Unlimited						

D. If the claimant does not complete their Orientation by the end of the week, result their event as 'No Show'. A 192-RESEA Failed to Report will be automatically applied when the event is resulted.

Attendee	User Type	SSN	Phone	Date Registered	Status	Action
BROOKS, SHERLVON (SHERLVON)	Individual	1725	(615) 498-0399	4/5/2017 7:06:49 PM	No Show	Reschedule Delete Services Add Case Note
* Reason for No Show: <div> None Selected None Selected Address Undeliverable Claim Ended Deceased Disqualified on other issue Exhausted Benefits In TAA Training Incarcerated Medical Relocated In-State Relocated Out-of-State Out of Reporting Status Refused to Participate Returned to Work Unknown Other (Explain) </div>						
Dobbs, Mark (MDOBBS0807)	Individual	0807	(949)	7:06:04 PM	Registered	Reschedule Delete Services Add Case Note
Dugan, Kenneth (DUGAN@44)	Individual	7114	(615)	7:06:10 PM	Registered	Reschedule Delete Services Add Case Note
OTTNEY, TAMMALA (TOTTNEY92327)	Individual	2327	(615)	7:06:33 PM	Registered	Reschedule Delete Services Add Case Note
Registered: 3 Attended: 1						

Office	Service Code	Program	Scheduled Date/Time	Actual End Date	Completion Code	Action
Nashville	192 - RESEA Failed to Report	WP #301003047	4/19/2017 1:30:00 PM	4/20/2017 9:05:00 AM	Successful Completion	View Delete

4. A claimant wants to reschedule their Initial Orientation to a future week and contacts you AFTER their scheduled date/time

- A. Instruct the claimant that they will need to complete their Orientation by the end of the week, or their benefits will be placed on hold until they are able to comply. If they are currently non-compliant, then they will remain non-compliant until they are able to attend.
- B. If the claimant does not complete their Orientation by the end of the week, result their event as 'No Show'. A 192- RESEA Failed to Report will be automatically applied when the event is resulted.

Attendee	User Type	SSN	Phone	Date Registered	Status	Action
BROOKS, SHERLVON (SHERLVON)	Individual	1725	(615) 498-0399	4/5/2017 7:06:49 PM	No Show	Reschedule Delete Services Add Case Note
<div> <div>* Reason for No Show:</div> <div> None Selected None Selected Address Undeliverable Claim Ended Deceased Disqualified on other issue Exhausted Benefits In TAA Training Incarcerated Medical Relocated In-State Relocated Out-of-State Out of Reporting Status Refused to Participate Returned to Work Unknown Other (Explain) </div> </div>						
Dobbs, Mark (MDOBBS0807)	Individual	0807	(949)	4/5/2017 7:06:04 PM	Registered	Reschedule Delete Services Add Case Note
Dugan, Kenneth (DUGAN@44)	Individual	7114	(615)	4/5/2017 7:06:10 PM	Registered	Reschedule Delete Services Add Case Note
OTTNEY, TAMMALA (TOTTNEY92327)	Individual	2327	(615)	4/5/2017 7:06:33 PM	Registered	Reschedule Delete Services Add Case Note
Registered: 3 Attended: 1						

Office	Service Code	Program	Scheduled Date/Time	Actual End Date	Completion Code	Action
Nashville	192 - RESEA Failed to Report	WP #301003047	4/19/2017 1:30:00 PM	4/20/2017 9:05:00 AM	Successful Completion	View Delete

- C. You can still place them in a RESEA Rescheduled Orientation event for the following week, but you will still need to follow **Step B** for the current week.

5. A claimant wants to reschedule their Rescheduled Orientation within the same week and contacts you BEFORE their scheduled date/time

- A. Utilize the Rescheduled button on the Manage Attendees page of the associated event. Select the RESEA Rescheduled Orientation Event in which you want to register the claimant from the drop down menu.

Reschedule User

Individual: BLACKBURN, JONATHAN
 Last 4 of SSN: 8816
 Currently Scheduled Date/Time: 4/20/2017 08:00 AM
 Region: LWDA 09
 Office: American Job Center - Nashville

* Available Dates/Times: None Selected

None Selected
 RESEA Re-scheduled Orientation || 4/20/2017 8:00:00 AM
 RESEA Re-scheduled Orientation || 4/21/2017 8:00:00 AM
 RESEA Subsequent Return || 4/21/2017 8:00:00 AM
 RESEA Re-scheduled Orientation || 4/24/2017 8:00:00 AM
 RESEA Subsequent Return || 4/24/2017 8:00:00 AM
 RESEA Re-scheduled Orientation || 4/25/2017 8:00:00 AM
 RESEA Subsequent Return || 4/25/2017 8:00:00 AM
 RESEA Re-scheduled Orientation || 4/26/2017 8:00:00 AM
 RESEA Subsequent Return || 4/26/2017 8:00:00 AM
 RESEA Re-scheduled Orientation || 4/27/2017 8:00:00 AM
 RESEA Subsequent Return || 4/27/2017 8:00:00 AM
 RESEA Re-scheduled Orientation || 4/28/2017 8:00:00 AM
 RESEA Subsequent Return || 4/28/2017 8:00:00 AM
 RESEA Re-scheduled Orientation || 5/1/2017 8:00:00 AM
 RESEA Subsequent Return || 5/1/2017 8:00:00 AM
 RESEA Re-scheduled Orientation || 5/2/2017 8:00:00 AM
 RESEA Subsequent Return || 5/2/2017 8:00:00 AM
 RESEA Re-scheduled Orientation || 5/3/2017 8:00:00 AM
 RESEA Subsequent Return || 5/3/2017 8:00:00 AM

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6. A claimant wants to reschedule their Rescheduled Orientation to a future week and contacts you BEFORE their scheduled date/time

- A. Utilize the Rescheduled button on the Manage Attendees page of the associated event. Select the RESEA Rescheduled Orientation Event in which you want to register the claimant from the drop down menu.

Attendee	User Type	SSN	Phone	Date Registered	Status	Action
Crouch, Harold (HCROUCH13999)	Individual	3999	(615) 720-0207	5/8/2017 11:46:08 AM	Registered	Reschedule Delete Reschedule Add Case Note

Reschedule User

Individual: BLACKBURN, JONATHAN
 Last 4 of SSN: 8816
 Currently Scheduled Date/Time: 4/20/2017 08:00 AM
 Region: LWDA 09
 Office: American Job Center - Nashville

* Available Dates/Times:

- None Selected
- None Selected
- RESEA Re-scheduled Orientation || 4/20/2017 8:00:00 AM
- RESEA Re-scheduled Orientation || 4/21/2017 8:00:00 AM
- RESEA Subsequent Return || 4/21/2017 8:00:00 AM
- RESEA Re-scheduled Orientation || 4/24/2017 8:00:00 AM
- RESEA Subsequent Return || 4/24/2017 8:00:00 AM
- RESEA Re-scheduled Orientation || 4/25/2017 8:00:00 AM
- RESEA Subsequent Return || 4/25/2017 8:00:00 AM
- RESEA Re-scheduled Orientation || 4/26/2017 8:00:00 AM
- RESEA Subsequent Return || 4/26/2017 8:00:00 AM
- RESEA Re-scheduled Orientation || 4/27/2017 8:00:00 AM
- RESEA Subsequent Return || 4/27/2017 8:00:00 AM
- RESEA Re-scheduled Orientation || 4/28/2017 8:00:00 AM
- RESEA Subsequent Return || 4/28/2017 8:00:00 AM
- RESEA Re-scheduled Orientation || 5/1/2017 8:00:00 AM
- RESEA Subsequent Return || 5/1/2017 8:00:00 AM
- RESEA Re-scheduled Orientation || 5/2/2017 8:00:00 AM
- RESEA Subsequent Return || 5/2/2017 8:00:00 AM
- RESEA Re-scheduled Orientation || 5/3/2017 8:00:00 AM
- RESEA Subsequent Return || 5/3/2017 8:00:00 AM

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B. Add a 191-RESEA Rescheduled Service with a successful completion and a future scheduled date.

Nashville	193 - RESEA Placement	WP #301003047	4/20/2017	4/20/2017	Successful Completion	View Delete
Nashville	191 - RESEA Reschedule	WP #301003047	4/27/2017	4/20/2017	Successful Completion	View Delete

7. A claimant wants to reschedule their Rescheduled Orientation within the same week and contacts you AFTER their scheduled date/time

- Instruct the claimant that they will need to complete their Orientation by the end of the week, or their benefits will be placed on hold until they are able to comply. If they are currently non-compliant, then they will remain non-compliant until they are able to attend.
- Utilize the Rescheduled button on the Manage Attendees page of the associated event. Select the RESEA Rescheduled Orientation Event in which you want to register the claimant from the drop down menu.

7	8	9	10	11	12	13
	RESEA Subsequent Return	RESEA Subsequent Return	RESEA Subsequent Return	RESEA Subsequent Return	RESEA Subsequent Return	
	RESEA Re-scheduled Orientation	RESEA Re-scheduled Orientation	RESEA Re-scheduled Orientation	RESEA Re-scheduled Orientation	RESEA Re-scheduled Orientation	
	RESEA - FULL	Job Fair	RESEA - FULL	Job Fair	RESEA - FULL	
	RESEA - FULL		Job Fair		Job Fair	
			RESEA - FULL			
4	15	16	17	18	19	20

Attendee	User Type	SSN	Phone	Date Registered	Status	Action
Crouch, Harold (HCROUCH13999)	Individual	3999	(615) 720-0207	5/8/2017 11:46:08 AM	Registered	Reschedule Delete Reschedule Add Case Note

Reschedule User

Individual: BLACKBURN, JONATHAN

Last 4 of SSN: 8816

Currently Scheduled Date/Time: 4/20/2017 08:00 AM

Region: LWDA 09

Office: American Job Center - Nashville

Available Dates/Times:

None Selected
RESEA Re-scheduled Orientation || 4/20/2017 8:00:00 AM
RESEA Re-scheduled Orientation || 4/21/2017 8:00:00 AM
RESEA Subsequent Return || 4/21/2017 8:00:00 AM
RESEA Re-scheduled Orientation || 4/24/2017 8:00:00 AM
RESEA Subsequent Return || 4/24/2017 8:00:00 AM
RESEA Re-scheduled Orientation || 4/25/2017 8:00:00 AM
RESEA Subsequent Return || 4/25/2017 8:00:00 AM
RESEA Re-scheduled Orientation || 4/26/2017 8:00:00 AM
RESEA Subsequent Return || 4/26/2017 8:00:00 AM
RESEA Re-scheduled Orientation || 4/27/2017 8:00:00 AM
RESEA Subsequent Return || 4/27/2017 8:00:00 AM
RESEA Re-scheduled Orientation || 4/28/2017 8:00:00 AM
RESEA Subsequent Return || 4/28/2017 8:00:00 AM
RESEA Re-scheduled Orientation || 5/1/2017 8:00:00 AM
RESEA Subsequent Return || 5/1/2017 8:00:00 AM
RESEA Re-scheduled Orientation || 5/2/2017 8:00:00 AM
RESEA Subsequent Return || 5/2/2017 8:00:00 AM
RESEA Re-scheduled Orientation || 5/3/2017 8:00:00 AM
RESEA Subsequent Return || 5/3/2017 8:00:00 AM

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C. If the claimant does not complete their Orientation by the end of the week, result their event as 'No Show'. A 192-RESEA Failed to Report will be automatically applied when the event is resulted.

Attendee	User Type	SSN	Phone	Date Registered	Status	Action
BROOKS, SHERLVON (SHERLVON)	Individual	1725	(615) 498-0399	4/5/2017 7:06:49 PM	No Show	Reschedule Delete Services Add Case Note
<div> <div>* Reason for No Show:</div> <div> None Selected None Selected Address Undeliverable Claim Ended Deceased Disqualified on other issue Exhausted Benefits In TAA Training Incarcerated Medical Relocated In-State Relocated Out-of-State Out of Reporting Status Refused to Participate Returned to Work Unknown Other (Explain) </div> </div>						
Dobbs, Mark (MDQB850807)	Individual	0807	(949)	4/5/2017 7:06:04 PM	Registered	Reschedule Delete Services Add Case Note
Dugan, Kenneth (DUGAN@44)	Individual	7114	(615)	4/5/2017 7:06:10 PM	Registered	Reschedule Delete Services Add Case Note
OTTNEY, TAMMALA (OTTNEY92327)	Individual	2327	(615)	4/5/2017 7:06:33 PM	Registered	Reschedule Delete Services Add Case Note
Registered: 3 Attended: 1						

Office	Service Code	Program	Scheduled Date/Time	Actual End Date	Completion Code	Action
Nashville	192 - RESEA Failed to Report	WP #301003047	4/19/2017 1:30:00 PM	4/20/2017 9:05:00 AM	Successful Completion	View Delete

8. A claimant wants to reschedule their Rescheduled Orientation to a future week and contacts you AFTER their scheduled date/time

- A. Instruct the claimant that they will need to complete their Orientation by the end of the week, or their benefits will be placed on hold until they are able to comply. If they are currently non-compliant, then they will remain non-compliant until they are able to attend.
- B. If the claimant does not complete their Orientation by the end of the week, result their event as 'No Show'. A *192- RESEA Failed to Report* will be automatically applied when the event is resulted.

Attendee	User Type	SSN	Phone	Date Registered	Status	Action
BROOKS, SHERLVON (SHERLVON)	Individual	1725	(615) 498-0399	4/5/2017 7:06:49 PM	No Show	Reschedule Delete Services Add Case Note
<div> <div>* Reason for No Show:</div> <div> None Selected None Selected Address Undeliverable Claim Ended Deceased Disqualified on other issue Exhausted Benefits In TAA Training Incarcerated Medical Relocated In-State Relocated Out-of-State Out of Reporting Status Refused to Participate Returned to Work Unknown Other (Explain) </div> </div>						
Dobbs, Mark (MDQBBS0807)	Individual	0807	(949)	4/6/2017 7:06:04 PM	Registered	Reschedule Delete Services Add Case Note
Dugan, Kenneth (DUGAN@44)	Individual	7114	(615)	4/6/2017 7:06:10 PM	Registered	Reschedule Delete Services Add Case Note
OTTNEY, TAMMALA (TOTTNEY92327)	Individual	2327	(615)	4/6/2017 7:06:33 PM	Registered	Reschedule Delete Services Add Case Note
Registered: 3 Attended: 1						

Office	Service Code	Program	Scheduled Date/Time	Actual End Date	Completion Code	Action
Nashville	192 - RESEA Failed to Report	WP #301003047	4/19/2017 1:30:00 PM	4/20/2017 9:05:00 AM	Successful Completion	View Delete

C. You can still place them in a RESEA Rescheduled Orientation event for the following week, but you will still need to follow **Step B** for the current week.

9. A claimant wants to reschedule their Subsequent Return within the same week and contacts you BEFORE their scheduled date/time

A. Utilize the Rescheduled button on the Manage Attendees page of the associated event. Select the RESEA Subsequent Return Event in which you want to register the claimant from the drop down menu.

30	1 May	2	3	4	5	6
	RESEA Subsequent Return	RESEA Subsequent Return	RESEA Subsequent Return	RESEA Subsequent Return	RESEA Subsequent Return	
	RESEA Re-scheduled Orientation	RESEA Re-scheduled Orientation	RESEA Re-scheduled Orientation	RESEA Re-scheduled Orientation	RESEA Re-scheduled Orientation	
	RESEA - FULL	Job Fair	RESEA - FULL	Job Fair	RESEA - FULL	
	RESEA - FULL		Job Fair		Job Fair	
			RESEA - FULL			

Attendee	User Type	SSN	Phone	Date Registered	Status	Action
Crouch, Harold (HCROUCH13999)	Individual	3999	(615) 720-0207	5/8/2017 11:46:08 AM	Registered	Reschedule Delete Reschedule Add Case Note

Reschedule User

Individual: BLACKBURN, JONATHAN

Last 4 of SSN: 8816

Currently Scheduled Date/Time: 4/20/2017 08:00 AM

Region: LWDA 09

Office: American Job Center - Nashville

* Available Dates/Times:

None Selected

None Selected
RESEA Re-scheduled Orientation || 4/20/2017 8:00:00 AM
RESEA Re-scheduled Orientation || 4/21/2017 8:00:00 AM
RESEA Subsequent Return || 4/21/2017 8:00:00 AM
RESEA Re-scheduled Orientation || 4/24/2017 8:00:00 AM
RESEA Subsequent Return || 4/24/2017 8:00:00 AM
RESEA Re-scheduled Orientation || 4/25/2017 8:00:00 AM
RESEA Subsequent Return || 4/25/2017 8:00:00 AM
RESEA Re-scheduled Orientation || 4/26/2017 8:00:00 AM
RESEA Subsequent Return || 4/26/2017 8:00:00 AM
RESEA Re-scheduled Orientation || 4/27/2017 8:00:00 AM
RESEA Subsequent Return || 4/27/2017 8:00:00 AM
RESEA Re-scheduled Orientation || 4/28/2017 8:00:00 AM
RESEA Subsequent Return || 4/28/2017 8:00:00 AM
RESEA Re-scheduled Orientation || 5/1/2017 8:00:00 AM
RESEA Subsequent Return || 5/1/2017 8:00:00 AM
RESEA Re-scheduled Orientation || 5/2/2017 8:00:00 AM
RESEA Subsequent Return || 5/2/2017 8:00:00 AM
RESEA Re-scheduled Orientation || 5/3/2017 8:00:00 AM
RESEA Subsequent Return || 5/3/2017 8:00:00 AM

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10. A claimant wants to reschedule their Subsequent Return to a future week and contacts you **BEFORE** their scheduled date/time

- A. Utilize the Rescheduled button on the Manage Attendees page of the associated event. Select the RESEA Subsequent Return Event in which you want to register the claimant from the drop down menu.

30

1 May

2

3

4

5

6

RESEA Subsequent Return

RESEA Subsequent Return

RESEA Subsequent Return

RESEA Subsequent Return

RESEA Subsequent Return

RESEA Re-scheduled Orientation

RESEA Re-scheduled Orientation

RESEA Re-scheduled Orientation

RESEA Re-scheduled Orientation

RESEA Re-scheduled Orientation

RESEA - FULL

Job Fair

RESEA - FULL

Job Fair

RESEA - FULL

RESEA - FULL

Job Fair

Job Fair

RESEA - FULL

Attendee	User Type	SSN	Phone	Date Registered	Status	Action
Crouch, Harold (HCROUCH13999)	Individual	3999	(615) 720-0207	5/8/2017 11:46:08 AM	Registered	Reschedule Delete Reschedule Add Case Note

Reschedule User

Individual: BLACKBURN, JONATHAN
 Last 4 of SSN: 8816
 Currently Scheduled Date/Time: 4/20/2017 08:00 AM
 Region: LWDA 09
 Office: American Job Center - Nashville

* Available Dates/Times:

- None Selected
- RESEA Re-scheduled Orientation || 4/20/2017 8:00:00 AM
- RESEA Re-scheduled Orientation || 4/21/2017 8:00:00 AM
- RESEA Subsequent Return || 4/21/2017 8:00:00 AM
- RESEA Re-scheduled Orientation || 4/24/2017 8:00:00 AM
- RESEA Subsequent Return || 4/24/2017 8:00:00 AM
- RESEA Re-scheduled Orientation || 4/25/2017 8:00:00 AM
- RESEA Subsequent Return || 4/25/2017 8:00:00 AM
- RESEA Re-scheduled Orientation || 4/26/2017 8:00:00 AM
- RESEA Subsequent Return || 4/26/2017 8:00:00 AM
- RESEA Re-scheduled Orientation || 4/27/2017 8:00:00 AM
- RESEA Subsequent Return || 4/27/2017 8:00:00 AM
- RESEA Re-scheduled Orientation || 4/28/2017 8:00:00 AM
- RESEA Subsequent Return || 4/28/2017 8:00:00 AM
- RESEA Re-scheduled Orientation || 5/1/2017 8:00:00 AM
- RESEA Subsequent Return || 5/1/2017 8:00:00 AM
- RESEA Re-scheduled Orientation || 5/2/2017 8:00:00 AM
- RESEA Subsequent Return || 5/2/2017 8:00:00 AM
- RESEA Re-scheduled Orientation || 5/3/2017 8:00:00 AM
- RESEA Subsequent Return || 5/3/2017 8:00:00 AM

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B. Add a 191-RESEA Rescheduled Service with a successful completion and a future scheduled date.

Nashville	193 - RESEA Placement	WP #301003047	4/20/2017	4/20/2017	Successful Completion	View Delete
Nashville	191 - RESEA Reschedule	WP #301003047	4/27/2017	4/20/2017	Successful Completion	View Delete

11. A claimant wants to reschedule their Subsequent Return within the same week and contacts you AFTER their scheduled date/time

- Instruct the claimant that they will need to complete their Subsequent Return by the end of the week, or their benefits will be placed on hold until they are able to comply. If they are currently non-compliant, then they will remain non-compliant until they are able to attend.
- Utilize the Rescheduled button on the Manage Attendees page of the associated event. Select the RESEA Subsequent Return Event for which they wish to reschedule to in the drop box.

30	1 May	2	3	4	5	6
	RESEA Subsequent Return	RESEA Subsequent Return	RESEA Subsequent Return	RESEA Subsequent Return	RESEA Subsequent Return	
	RESEA Re-scheduled Orientation	RESEA Re-scheduled Orientation	RESEA Re-scheduled Orientation	RESEA Re-scheduled Orientation	RESEA Re-scheduled Orientation	
	RESEA - FULL	Job Fair	RESEA - FULL	Job Fair	RESEA - FULL	
	RESEA - FULL		Job Fair		Job Fair	
			RESEA - FULL			

Attendee	User Type	SSN	Phone	Date Registered	Status	Action
Crouch, Harold (HCROUCH13999)	Individual	3999	(615) 720-0207	5/8/2017 11:46:08 AM	Registered	Reschedule Delete Reschedule Add Case Note

Reschedule User

Individual: BLACKBURN, JONATHAN

Last 4 of SSN: 8816

Currently Scheduled Date/Time: 4/20/2017 08:00 AM

Region: LWDA 09

Office: American Job Center - Nashville

* Available Dates/Times:

None Selected
RESEA Re-scheduled Orientation || 4/20/2017 8:00:00 AM
RESEA Re-scheduled Orientation || 4/21/2017 8:00:00 AM
RESEA Subsequent Return || 4/21/2017 8:00:00 AM
RESEA Re-scheduled Orientation || 4/24/2017 8:00:00 AM
RESEA Subsequent Return || 4/24/2017 8:00:00 AM
RESEA Re-scheduled Orientation || 4/25/2017 8:00:00 AM
RESEA Subsequent Return || 4/25/2017 8:00:00 AM
RESEA Re-scheduled Orientation || 4/26/2017 8:00:00 AM
RESEA Subsequent Return || 4/26/2017 8:00:00 AM
RESEA Re-scheduled Orientation || 4/27/2017 8:00:00 AM
RESEA Subsequent Return || 4/27/2017 8:00:00 AM
RESEA Re-scheduled Orientation || 4/28/2017 8:00:00 AM
RESEA Subsequent Return || 4/28/2017 8:00:00 AM
RESEA Re-scheduled Orientation || 5/1/2017 8:00:00 AM
RESEA Subsequent Return || 5/1/2017 8:00:00 AM
RESEA Re-scheduled Orientation || 5/2/2017 8:00:00 AM
RESEA Subsequent Return || 5/2/2017 8:00:00 AM
RESEA Re-scheduled Orientation || 5/3/2017 8:00:00 AM
RESEA Subsequent Return || 5/3/2017 8:00:00 AM

Cancel

of Events

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17.0

C. If the claimant does not complete their Subsequent Return by the end of the week, result their event as 'No Show'. A 192- RESEA Failed to Report will be automatically applied when the event is resulted.

Attendee	User Type	SSN	Phone	Date Registered	Status	Action
BROOKS, SHERLVON (SHERLVON)	Individual	1725	(615) 498-0399	4/5/2017 7:06:49 PM	No Show	Reschedule Delete Services Add Case Note
<div> <div>* Reason for No Show:</div> <div> None Selected None Selected Address Undeliverable Claim Ended Deceased Disqualified on other issue Exhausted Benefits In TAA Training Incarcerated Medical Relocated In-State Relocated Out-of-State Out of Reporting Status Refused to Participate Returned to Work Unknown Other (Explain) </div> </div>						
Dobbs, Mark (MDOBB80807)	Individual	0807	(949)	4/5/2017 7:06:04 PM	Registered	Reschedule Delete Services Add Case Note
Dugan, Kenneth (DUGAN@44)	Individual	7114	(615)	4/5/2017 7:06:10 PM	Registered	Reschedule Delete Services Add Case Note
OTTNEY, TAMMALA (OTTNEY92327)	Individual	2327	(615)	4/5/2017 7:06:33 PM	Registered	Reschedule Delete Services Add Case Note
Registered: 3 Attended: 1						

Office	Service Code	Program	Scheduled Date/Time	Actual End Date	Completion Code	Action
Nashville	192 - RESEA Failed to Report	WP #301003047	4/19/2017 1:30:00 PM	4/20/2017 9:05:00 AM	Successful Completion	View Delete

12. A claimant wants to reschedule their Subsequent Return to a future week and contacts you AFTER their scheduled date/time.

- A. Instruct the claimant that they will need to complete their Subsequent Return by the end of the week, or their benefits will be placed on hold until they are able to comply. If they are currently non-compliant, then they will remain non-compliant until they are able to attend.
- B. If the claimant does not complete their Subsequent Return by the end of the week, result their event as 'No Show'. A *192-RESEA Failed to Report* will be automatically applied when the event is resulted.

Attendee	User Type	SSN	Phone	Date Registered	Status	Action
BROOKS, SHERLVON (SHERLVON)	Individual	1725	(615) 498-0399	4/5/2017 7:06:49 PM	No Show	Reschedule Delete Services Add Case Note
<div> <div>* Reason for No Show:</div> <div> None Selected None Selected Address Undeliverable Claim Ended Deceased Disqualified on other issue Exhausted Benefits In TAA Training Incarcerated Medical Relocated In-State Relocated Out-of-State Out of Reporting Status Refused to Participate Returned to Work Unknown Other (Explain) </div> </div>						
Dobbs, Mark (MDOBBS0807)	Individual	0807	(949)	7:06:04 PM	Registered	Reschedule Delete Services Add Case Note
Dugan, Kenneth (DUGAN@44)	Individual	7114	(615)	7:06:10 PM	Registered	Reschedule Delete Services Add Case Note
OTTNEY, TAMMALA (OTTNEY92327)	Individual	2327	(615)	7:06:33 PM	Registered	Reschedule Delete Services Add Case Note
Registered: 3 Attended: 1						

Office	Service Code	Program	Scheduled Date/Time	Actual End Date	Completion Code	Action
Nashville	192 - RESEA Failed to Report	WP #301003047	4/19/2017 1:30:00 PM	4/20/2017 9:05:00 AM	Successful Completion	View Delete

C. You can still place them in a RESEA Subsequent Return event for the following week, but you will still need to follow **Step B** for the current week.

V. Transferring AJCs Scenarios

1. A claimant contacts you **BEFORE** their scheduled date/time to transfer from your AJC to another AJC.

A. You will need to result the associated event as 'Cancelled'

Attendee	User Type	SSN	Phone	Date Registered	Status	Action
BROOKS, SHERLVON (SHERLVON)	Individual	1725	(615) 498-0399	4/5/2017 7:06:49 PM	Cancelled	Reschedule Delete Services Add Case Note
Dobbs, Mark (MDOBBS0807)	Individual	0807	(949) 864-9755	4/5/2017 7:06:04 PM	No Show Exempted UI No Show UI Rescheduled UI Attended	Reschedule Delete Services Add Case Note
Dugan, Kenneth (DUGAN@44)	Individual	7114	(615) 500-2544	4/5/2017 7:06:10 PM	Registered	Reschedule Delete

B. Provide the claimant with the contact information for the AJC they wish to transfer to.

C. Email the AJC the claimant wishes to transfer to with the claimant's info. Also include RESEA central office staff on that email.

D. Case Note that the claimant is transferring AJCs including the name of the AJC in which they are transferring to.

2. A claimant contacts you AFTER their scheduled date/time to transfer from your AJC to another AJC.

A. Inform the claimant that they will need to complete their visit before the end of the week, or their benefits will be placed on hold until they are able to comply. If they are currently non-compliant, then they will remain non-compliant until they are able to attend.

B. You will need to result the associated event as 'Cancelled'

Attendee	User Type	SSN	Phone	Date Registered	Status	Action
BROOKS, SHERLVON (SHERLVON)	Individual	1725	(615) 498-0399	4/5/2017 7:06:49 PM	<div>Canceled</div>	Reschedule Delete Services Add Case Note
Dobbs, Mark (MDOBBS0807)	Individual	0807	(949) 864-9755	4/5/2017 7:06:04 PM	<div>No Show Exempted UI No Show UI Rescheduled UI Attended</div>	Reschedule Delete Services Add Case Note
Duqan, Kenneth (DUIGAND44)	Individual	7114	(615) 500-2544	4/5/2017 7:06:10 PM	<div>Registered</div>	Reschedule Delete

C. Provide the claimant with the contact information for the AJC they wish to transfer to.

D. Email the AJC the claimant wishes to transfer to with the claimant's info. Also include RESEA central office staff on that email.

E. Case Note that the claimant is transferring AJCs including the name of the AJC in which they are transferring to.

3. Another AJC contacts you that a claimant has transferred to their office.

A. Cancel the claimant's event for your office.

Attendee	User Type	SSN	Phone	Date Registered	Status	Action
BROOKS, SHERLVON (SHERLVON)	Individual	1725	(615) 498-0399	4/5/2017 7:06:49 PM	Canceled Registered Attended Canceled	Reschedule Delete Services Add Case Note
Dobbs, Mark (MDQBRS0807)	Individual	0807	(949) 864-9755	4/5/2017 7:06:04 PM	No Show Exempted UI No Show UI Rescheduled UI Attended Registered	Reschedule Delete Services Add Case Note
Duqan, Kenneth (DIGAN@44)	Individual	7114	(615) 500-2544	4/5/2017 7:06:10 PM	Registered	Reschedule Delete

B. Case Note that the claimant has transferred to [AJC Name] and that the event was cancelled for your office.

C. Reply to email to verify you have cancelled the event for your office.

4. A claimant contacts you BEFORE their scheduled date/time to transfer to your AJC from another AJC and they wish to attend within the same week.

A. Place the claimant in a new event for your AJC.

Event Date: 5/3/2017						
Attendee	User Type	SSN	Phone	Date Registered	Status	Action
BROOKS, SHERLVON (SHERLVON)	Individual	1725	(615) 498-0399	4/19/2017 2:16:46 PM	Registered	Reschedule Delete Services Add Case Note
Total Users: 1 Registered: 1 Seats Remaining: Unlimited						

B. Email the AJC in which the claimant was originally scheduled for to inform them of the transfer and request they cancel the event for their AJC. Also, include RESEA central office staff on that email.

C. Add a case note that states the claimant requested a transfer to your AJC from the original AJC (include name of AJC). Also include in the

case note that you had contacted the original AJC by email to inform them of the transfer.

5. A claimant contacts you BEFORE their scheduled date/time to transfer to your AJC from another AJC and they wish to attend on a future week.

A. Place the claimant in a new event for your AJC.

Event Date: 5/3/2017						
Attendee	User Type	SSN	Phone	Date Registered	Status	Action
BROOKS, SHERLVON (SHERLVON)	Individual	1725	(615) 498-0399	4/19/2017 2:16:46 PM	Registered	Reschedule Delete Services Add Case Note
Total Users: 1 Registered: 1 Seats Remaining: Unlimited						

B. Email the AJC in which the claimant was originally scheduled for to inform them of the transfer and request they cancel the event for their AJC. Also, include RESEA central office staff on that email.

C. Add a case note that states the claimant requested a transfer to your AJC from the original AJC (include name of AJC). Also include in the case note that you had contacted the original AJC by email to inform them of the transfer.

D. Add a *191-RESEA Rescheduled Service* with a successful completion and a future scheduled date.

Nashville	193 - RESEA Placement	WP #301003047	4/20/2017	4/20/2017	Successful Completion	View Delete
Nashville	191 - RESEA Reschedule	WP #301003047	4/27/2017	4/20/2017	Successful Completion	View Delete


6. A claimant contacts you **AFTER** their scheduled date/time to transfer to your AJC from another AJC and they wish to attend within the same week.

A. Inform the claimant that they will need to complete their visit before the end of the week, or their benefits will be placed on hold until they are able to comply. If they are currently non-compliant, then they will remain non-compliant until they are able to attend.

B. Place the claimant in a new event for your AJC.

Event Date: 5/3/2017 ▼

Attendee	User Type	SSN	Phone	Date Registered	Status	Action
BROOKS, SHERLVON (SHERLVON)	Individual	1725	(615) 498-0399	4/19/2017 2:16:46 PM	Registered ▼	Reschedule Delete Services Add Case Note
Total Users: 1 Registered: 1 Seats Remaining: Unlimited						



C. Email the AJC in which the claimant was originally scheduled for to inform them of the transfer and request they cancel the event for their AJC. Also, include RESEA central office staff on that email.

D. Add a case note that states the claimant requested a transfer to your AJC from the original AJC (include name of AJC). Also include in the case note that you had contacted the original AJC by email to inform them of the transfer.

E. If the claimant does not complete their visit by the end of the week, you will need to result their event as 'No Show'. The 192-RESEA Failed to Report service will be automatically applied.

Attendee	User Type	SSN	Phone	Date Registered	Status	Action
BROOKS, SHERLVON (SHERLVON)	Individual	1725	(615) 498-0399	4/5/2017 7:06:49 PM	No Show	Reschedule Delete Services Add Case Note
<div> <div>* Reason for No Show:</div> <div> None Selected None Selected Address Undeliverable Claim Ended Deceased Disqualified on other issue Exhausted Benefits In TAA Training Incarcerated Medical Relocated In-State Relocated Out-of-State Out of Reporting Status Refused to Participate Returned to Work Unknown Other (Explain) </div> </div>						
Dobbs, Mark (MDOBBS0807)	Individual	0807	(949)	4/6/2017 7:06:04 PM	Registered	Reschedule Delete Services Add Case Note
Dugan, Kenneth (DUGAN@44)	Individual	7114	(615)	4/6/2017 7:06:10 PM	Registered	Reschedule Delete Services Add Case Note
OTTNEY, TAMMALA (OTTNEY92327)	Individual	2327	(615)	4/6/2017 7:06:33 PM	Registered	Reschedule Delete Services Add Case Note
<div> <div>Total Users: 3</div> <div>Registered: 3</div> <div>Attended: 1</div> </div>						

Office	Service Code	Program	Scheduled Date/Time	Actual End Date	Completion Code	Action
Nashville	192 - RESEA Failed to Report	WP #301003047	4/19/2017 1:30:00 PM	4/20/2017 9:05:00 AM	Successful Completion	View Delete

7. A claimant contacts you AFTER their scheduled date/time to transfer to your AJC from another AJC and they wish to attend on a future week.

A. Inform the claimant that they will need to complete their visit before the end of the week, or their benefits will be placed on hold until they are able to comply. If they are currently non-compliant, then they will remain non-compliant until they are able to attend.

B. Place the claimant in a new event within the same week for your AJC.

Event Date: 5/3/2017						
Attendee	User Type	SSN	Phone	Date Registered	Status	Action
BROOKS, SHERLVON (SHERLVON)	Individual	1725	(615) 498-0399	4/19/2017 2:16:46 PM	Registered	Reschedule Delete Services Add Case Note
<div> <div>Total Users: 1</div> <div>Registered: 1</div> <div>Seats Remaining: Unlimited</div> </div>						

- C. Email the AJC in which the claimant was originally scheduled for to inform them of the transfer and request they cancel the event for their AJC. Also, include RESEA central office staff on that email.
- D. Add a case note that states the claimant requested a transfer to your AJC from the original AJC (include name of AJC). Also include in the case note that you had contacted the original AJC by email to inform them of the transfer.
- E. If the claimant does not complete their visit by the end of the week, you will need to result their event as 'No Show'. The *192-RESEA Failed to Report* service will be automatically applied.

Attendee	User Type	SSN	Phone	Date Registered	Status	Action
BROOKS, SHERLVON (SHERLVON)	Individual	1725	(615) 498-0399	4/5/2017 7:06:49 PM	No Show	Reschedule Delete Services Add Case Note
<div> <div>Reason for No Show:</div> <div> None Selected None Selected Address Undeliverable Claim Ended Deceased Disqualified on other issue Exhausted Benefits In TAA Training Incarcerated Medical Relocated In-State Relocated Out-of-State Out of Reporting Status Refused to Participate Returned to Work Unknown Other (Explain) </div> </div>						
Dobbs, Mark (MDOBBS0807)	Individual	0807	(949)	4/5/2017 7:06:04 PM	Registered	Reschedule Delete Services Add Case Note
Dugan, Kenneth (DUGAN@44)	Individual	7114	(615)	4/5/2017 7:06:10 PM	Registered	Reschedule Delete Services Add Case Note
OTTNEY, TAMMALA (TOTTNEY92327)	Individual	2327	(615)	4/5/2017 7:06:33 PM	Registered	Reschedule Delete Services Add Case Note
Registered: 3 Attended: 1						

Office	Service Code	Program	Scheduled Date/Time	Actual End Date	Completion Code	Action
Nashville	192 - RESEA Failed to Report	WP #301003047	4/19/2017 1:30:00 PM	4/20/2017 9:05:00 AM	Successful Completion	View Delete

- F. You can still place them in a future event for the following week, but you will still need to follow **Step E** for the current week.

8. Another AJC contacts you that a claimant has requested to transfer to your office. The claimant contacted the office BEFORE their scheduled date/time and they wish to attend within the same week.

A. Reply to the email from the other AJC to confirm you have received the transfer request.

B. Add a case note that states that you receive a transfer request from [AJC Name] and that you have confirmed the request with that AJC staff member.

C. Contact the claimant to confirm transfer and schedule a time for them to attend their visit.

D. Place the claimant in a new event for your AJC.

Event Date: 5/3/2017

Attendee	User Type	SSN	Phone	Date Registered	Status	Action
BROOKS, SHERLVON (SHERLVON)	Individual	1725	(615) 498-0399	4/19/2017 2:16:46 PM	Registered	Reschedule Delete Services Add Case Note
Total Users: 1 Registered: 1 Seats Remaining: Unlimited						

E. If you are unable to get in touch with the claimant, then place in an event on the Friday of that week to result as a 'No Show' if no contact is made.

Calendar View

Change Appearance: Windows7

◀	▶	today	May, 2017	Day	Week	Month
Sun	Mon	Tue	Wed	Thu	Fri	Sat
30	1 May	2	3	4	5	6
	RESEA Subsequent Return	RESEA Subsequent Return	RESEA Subsequent Return	RESEA Subsequent Return	RESEA Subsequent Return	
	RESEA Re-scheduled Orientation	RESEA Re-scheduled Orientation	RESEA Re-scheduled Orientation	RESEA Re-scheduled Orientation	RESEA Re-scheduled Orientation	
	RESEA - FULL	Job Fair	RESEA - FULL	Job Fair	RESEA - FULL	
	RESEA - FULL		Job Fair		Job Fair	

Attendee	User Type	SSN	Phone	Date Registered	Status	Action
BROOKS, SHERLVON (SHERLVON)	Individual	1725	(615) 498-0399	4/5/2017 7:06:49 PM	No Show	Reschedule Delete Services Add Case Note
<div> <div>* Reason for No Show:</div> <div> None Selected None Selected Address Undeliverable Claim Ended Deceased Disqualified on other issue Exhausted Benefits In TAA Training Incarcerated Medical Relocated In-State Relocated Out-of-State Out of Reporting Status Refused to Participate Returned to Work Unknown Other (Explain) </div> </div>						
Dobbs, Mark (MDQB850807)	Individual	0807	(949)	4/5/2017 7:06:04 PM	Registered	Reschedule Delete Services Add Case Note
Dugan, Kenneth (DUGAN@44)	Individual	7114	(615)	4/5/2017 7:06:10 PM	Registered	Reschedule Delete Services Add Case Note
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Registered: 3 Attended: 1						

Office	Service Code	Program	Scheduled Date/Time	Actual End Date	Completion Code	Action
Nashville	192 - RESEA Failed to Report	WP #301003047	4/19/2017 1:30:00 PM	4/20/2017 9:05:00 AM	Successful Completion	View Delete

9. Another AJC contacts you that a claimant has requested to transfer to your office. The claimant contacted the office BEFORE their scheduled date/time and they wish to attend on a future week.

- A. Reply to the email from the other AJC to confirm you have received the transfer request.
- B. Add a case note that states that you receive a transfer request from [AJC Name] and that you have confirmed the request with that AJC staff member.
- C. Contact the claimant to confirm transfer and schedule a time for them to attend their visit.
- D. Place the claimant in a new event for your AJC.

E. Add a *191-RESEA Rescheduled Service* with a successful completion and a future scheduled date.

Nashville	193 - RESEA Placement	WP #301003047	4/20/2017	4/20/2017	Successful Completion	View Delete
Nashville	191 - RESEA Reschedule 	WP #301003047	4/27/2017	4/20/2017	Successful Completion	View Delete

F. If you are unable to get in touch with the claimant, then place in an event on the Friday of that week to result as a 'No Show' if no contact is made.

10. Another AJC contacts you that a claimant has requested to transfer to your office. The claimant contacted the office AFTER their scheduled date/time and they wish to attend within the same week.

- A. Reply to the email from the other AJC to confirm you have received the transfer request.
- B. Add a case note that states that you receive a transfer request from [AJC Name] and that you have confirmed the request with that AJC staff member.
- C. Contact the claimant to confirm transfer and schedule a time for them to attend their visit.
- D. Inform the claimant that they will need to complete their visit before the end of the week, or their benefits will be placed on hold until they are able to comply. If they are currently non-compliant, then they will remain non-compliant until they are able to attend.
- E. Place the claimant in a new event for your AJC.

Event Date: 5/3/2017

Attendee	User Type	SSN	Phone	Date Registered	Status	Action
BROOKS, SHERLVON (SHERLVON)	Individual	1725	(615) 498-0399	4/19/2017 2:16:46 PM	Registered	Reschedule Delete Services Add Case Note
Total Users: 1 Registered: 1 Seats Remaining: Unlimited						

F. If you are unable to get in touch with the claimant or if the claimant does not complete their visit by the end of the week, you will need to result their event as 'No Show'. The *192-RESEA Failed to Report* service will be automatically applied.

Attendee	User Type	SSN	Phone	Date Registered	Status	Action
BROOKS, SHERLVON (SHERLVON)	Individual	1725	(615) 498-0399	4/5/2017 7:06:49 PM	No Show	Reschedule Delete Services Add Case Note
* Reason for No Show: <div> None Selected None Selected Address Undeliverable Claim Ended Deceased Disqualified on other issue Exhausted Benefits In TAA Training Incarcerated Medical Relocated In-State Relocated Out-of-State Out of Reporting Status Refused to Participate Returned to Work Unknown Other (Explain) </div>						
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Registered: 3 Attended: 1						

Office	Service Code	Program	Scheduled Date/Time	Actual End Date	Completion Code	Action
Nashville	192 - RESEA Failed to Report	WP #301003047	4/19/2017 1:30:00 PM	4/20/2017 9:05:00 AM	Successful Completion	View Delete


11. Another AJC contacts you that a claimant has requested to transfer to your office. The claimant contacted the office AFTER their scheduled date/time and they wish to attend on a future week.

A. Reply to the email from the other AJC to confirm you have received the transfer request.

- B. Add a case note that states that you receive a transfer request from [AJC Name] and that you have confirmed the request with that AJC staff member.
- C. Contact the claimant to confirm transfer and schedule a time for them to attend their visit.
- D. Inform the claimant that they will need to complete their visit before the end of the week, or their benefits will be placed on hold until they are able to comply. If they are currently non-compliant, then they will remain non-compliant until they are able to attend.
- E. Place the claimant in a new event within the same week for your AJC.

Event Date: 5/3/2017 ▼

Attendee	User Type	SSN	Phone	Date Registered	Status	Action
BROOKS, SHERLVON (SHERLVON)	Individual	1725	(615) 498-0399	4/19/2017 2:16:46 PM	Registered ▼	Reschedule Delete Services Add Case Note
Total Users: 1 Registered: 1 Seats Remaining: Unlimited						



- F. If you are unable to get in touch with the claimant or if the claimant does not complete their visit by the end of the week, you will need to result their event as 'No Show'. The *192-RESEA Failed to Report* service will be automatically applied.

Attendee	User Type	SSN	Phone	Date Registered	Status	Action
BROOKS, SHERLVON (SHERLVON)	Individual	1725	(615) 498-0399	4/5/2017 7:06:49 PM	No Show	Reschedule Delete Services Add Case Note
<div> <div>* Reason for No Show:</div> <div> None Selected None Selected Address Undeliverable Claim Ended Deceased Disqualified on other issue Exhausted Benefits In TAA Training Incarcerated Medical Relocated In-State Relocated Out-of-State Out of Reporting Status Refused to Participate Returned to Work Unknown Other (Explain) </div> </div>						
Dobbs, Mark (MDQB850807)	Individual	0807	(949)	4/5/2017 7:06:04 PM	Registered	Reschedule Delete Services Add Case Note
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Registered: 3 Attended: 1						

Office	Service Code	Program	Scheduled Date/Time	Actual End Date	Completion Code	Action
Nashville	192 - RESEA Failed to Report	WP #301003047	4/19/2017 1:30:00 PM	4/20/2017 9:05:00 AM	Successful Completion	View Delete

G. You can still place them in a future event for the following week, but you will still need to follow **Step F** for the current week.

VI. Exemption Scenario

1. Enrolled in Approved Training

- A. Collect Eligibility Review.
- B. Submit Eligibility Review to Central Office staff.
- C. Reschedule claimant for 12 days from the date they contacted the RESEA representative.
- D. Cancel the claimant's current event, and register them for a new event 12 days from their contact date.

Attendee	User Type	SSN	Phone	Date Registered	Status	Action
BROOKS, SHERLVON (SHERLVON)	Individual	1725	(615) 498-0399	4/5/2017 7:06:49 PM	Canceled ▼ Registered Attended Canceled	Reschedule Delete Services Add Case Note
Dobbs, Mark (MDOBBS0807)	Individual	0807	(949) 864-9755	4/5/2017 7:06:04 PM	No Show Exempted UI No Show UI Rescheduled UI Attended	Reschedule Delete Services Add Case Note
Duqan, Kenneth (DIGAN044)	Individual	7114	(615) 500-2544	4/5/2017 7:06:10 PM	Registered ▼	Reschedule Delete

	<u>8</u>	<u>9</u>	<u>10</u>	<u>11</u>	<u>12</u>	<u>13</u>
	RESEA Subsequent Return	RESEA Subsequent Return	RESEA Subsequent Return	RESEA Subsequent Return	RESEA Subsequent Return	
	RESEA Re-scheduled Orientation	RESEA Re-scheduled Orientation	RESEA Re-scheduled Orientation	RESEA Re-scheduled Orientation	RESEA Re-scheduled Orientation	
	RESEA - FULL	Job Fair	RESEA - FULL	Job Fair	RESEA - FULL	
	RESEA - FULL		Job Fair		Job Fair	
			RESEA - FULL			
<u>14</u>	<u>15</u>	<u>16</u>	<u>17</u>	<u>18</u>	<u>19</u>	<u>20</u>

Attendee	User Type	SSN	Phone	Date Registered	Status	Action
Boggs, Mark (MBOGGS73358)	Individual	3358	(615) 838-0233	5/1/2017 3:49:58 PM	Registered ▼	Reschedule Delete Services Add Case Note

- E. Inform claimant that UI staff will have to determine if the claimant meets the requirements to be exempted from the program and they will be notified whether they are exempt or not.
- F. Central office staff will be notified of the results by adjudication and will instruct field staff whether or not to exempt the claimant.
- G. If the claimant is exempt:

1. *Apply 194-RESEA Exempt service code.*

Nashville	194 - RESEA Exempt	WP #301003047	4/20/2017	4/20/2017	Successful Completion	View Delete
-----------	--------------------	------------------	-----------	-----------	--------------------------	--

2. *Cancel the claimant's event.*

Attendee	User Type	SSN	Phone	Date Registered	Status	Action
BROOKS, SHERLVON (SHERLVON)	Individual	1725	(615) 498-0399	4/5/2017 7:06:49 PM	<div> Canceled Registered Attended Canceled </div>	Reschedule Delete Services Add Case Note
Dobbs, Mark (MDOBBS0807)	Individual	0807	(949) 864-9755	4/5/2017 7:06:04 PM	<div> No Show Exempted UI No Show UI Rescheduled UI Attended Registered </div>	Reschedule Delete Services Add Case Note
Duqan, Kenneth (DUIGAN044)	Individual	7114	(615) 500-2544	4/5/2017 7:06:10 PM	Registered	Reschedule Delete

3. Upload the Eligibility Review and the email from Central Office staff.

4. Complete a case note to give reason for exemption from RESEA services.

5. Contact the claimant to inform them of their exemption from the program.

H. If the claimant is not exempt:

1. Claimant will need to attend rescheduled orientation. Participation is required and benefits will be placed on hold if unable to attend.

2. Union Member

A. Collect proof of union membership from the claimant.

B. Upload proof of union membership to Jobs4TN.

C. Cancel the claimant's event.

Attendee	User Type	SSN	Phone	Date Registered	Status	Action
BROOKS, SHERLVON (SHERLVON)	Individual	1725	(615) 498-0399	4/5/2017 7:06:49 PM	<div> Canceled Registered Attended Canceled </div>	Reschedule Delete Services Add Case Note
Dobbs, Mark (MDOBBS0807)	Individual	0807	(949) 864-9755	4/5/2017 7:06:04 PM	<div> No Show Exempted UI No Show UI Rescheduled UI Attended Registered </div>	Reschedule Delete Services Add Case Note
Duqan, Kenneth (DUIGAN044)	Individual	7114	(615) 500-2544	4/5/2017 7:06:10 PM	Registered	Reschedule Delete

D. Apply the 194-RESEA Exempt service code.

Nashville	194 - RESEA Exempt	WP #301003047	4/20/2017	4/20/2017	Successful Completion	View Delete
-----------	--------------------	------------------	-----------	-----------	--------------------------	--

E. Complete a case note to give reason for exemption from RESEA services.

F. Email central office the proof of union membership.

3. Job Attached

A. Claimant will need to provide proof that they are returning to work with their former employer in which they are drawing unemployment from with a specific return date.

B. Upload proof of job attachment to Jobs4TN.

C. Cancel the claimant's event.

Attendee	User Type	SSN	Phone	Date Registered	Status	Action
BROOKS, SHERLVON (SHERLVON)	Individual	1725	(615) 498-0399	4/5/2017 7:06:49 PM	<div> <div>Canceled</div> <div>Registered</div> <div>Attended</div> <div>Canceled</div> </div>	Reschedule Delete Services Add Case Note
Dobbs, Mark (MDOBBS0807)	Individual	0807	(949) 864-9755	4/5/2017 7:06:04 PM	<div> <div>No Show</div> <div>Exempted</div> <div>UI No Show</div> <div>UI Rescheduled</div> <div>UI Attended</div> <div>Registered</div> </div>	Reschedule Delete Services Add Case Note
Dugan, Kenneth (DUGAN044)	Individual	7114	(615) 500-2544	4/5/2017 7:06:10 PM	<div> <div>Registered</div> </div>	Reschedule Delete

D. Apply the *194-RESEA Exempt* service code.

Nashville	194 - RESEA Exempt	WP #301003047	4/20/2017	4/20/2017	Successful Completion	View Delete
-----------	--------------------	------------------	-----------	-----------	--------------------------	--

E. Complete a case note to give reason for exemption from RESEA services.

F. Email central office the proof of job attachment.

4. Lives greater than 50 miles from the nearest TN American Job Center

(AJC)

- A. Verify claimant is 50 miles from the nearest TN American Job Center in Google Maps.
- B. Cancel the claimant's event.

Attendee	User Type	SSN	Phone	Date Registered	Status	Action
BROOKS, SHERLVON (SHERLVON)	Individual	1725	(615) 498-0399	4/5/2017 7:06:49 PM	<div> CANCELED Registered Attended CANCELED </div>	Reschedule Delete Services Add Case Note
Dobbs, Mark (MDQBBS0807)	Individual	0807	(949) 864-9755	4/5/2017 7:06:04 PM	<div> No Show Exempted UI No Show UI Rescheduled UI Attended Registered </div>	Reschedule Delete Services Add Case Note
Duqan, Kenneth (DIGAN@44)	Individual	7114	(615) 500-2544	4/5/2017 7:06:10 PM	Registered	Reschedule Delete

- C. Apply the *194-RESEA Exempt* service code.

Nashville	194 - RESEA Exempt	WP #301003047	4/20/2017	4/20/2017	Successful Completion	View Delete
-----------	--------------------	------------------	-----------	-----------	--------------------------	--

- D. Upload verification of living greater than 50 miles from the nearest TN American Job Center to Jobs4TN.
- E. Complete a case note to give reason for exemption from RESEA services.
- F. Email verification to central office staff.

5. Medical issue that prevents the claimant from being able to work for the entirety of their claim

- A. Collect Eligibility Review.
- B. Submit Eligibility Review to Central Office staff.
- C. Reschedule claimant for 12 days from the date they contacted the RESEA representative.

Service Plan

*Service/Activity Code:

191 - RESEA Reschedule

Program Application Association:

301003047 [Associate to different WP Application](#)

Scheduled Date:

04/27/2017 Today

Scheduled Time:

AM

Actual Service Date:

04/20/2017 Today

Completion Code:

Successful Completion

RR Event:

[RR Search]

*LWIA / Region:

LWDA 09

*Office Location:

American Job Center - Nashville

*Position:

Staff

Staff User ID - Created:

3242209

Staff User ID - Last Edited:

3242209

[Add a new Case Note | Show Filter Criteria]

Case Note:

ID	Create Date	Subject	Actions
No data found.			

Newly created case notes associated with this service will not display here until your service has been saved. To view all case notes, use the Show Filter Criteria link

Nashville	193 - RESEA Placement	WP #301003047	4/20/2017	4/20/2017	Successful Completion	View Delete
Nashville	191 - RESEA Reschedule	WP #301003047	4/27/2017	4/20/2017	Successful Completion	View Delete

D. Cancel the claimant's event, and register them for a new event 12 days from their contact date.

Attendee	User Type	SSN	Phone	Date Registered	Status	Action
BROOKS, SHERLVON (SHERLVON)	Individual	1725	(615) 498-0399	4/5/2017 7:06:49 PM	Canceled	Reschedule Delete Services Add Case Note
Dobbs, Mark (MDOBB80807)	Individual	0807	(949) 864-9755	4/5/2017 7:06:04 PM	No Show Exempted UI No Show UI Rescheduled UI Attended	Reschedule Delete Services Add Case Note
Duqan, Kenneth (DUQAN044)	Individual	7114	(615) 500-2544	4/5/2017 7:06:10 PM	Registered	Reschedule Delete

Reschedule User

Individual:

BLACKBURN, JONATHAN

Last 4 of SSN:

8816

Currently Scheduled Date/Time:

4/20/2017 08:00 AM

Region:

LWDA 09

Office:

American Job Center - Nashville

* Available Dates/Times:

None Selected

RESEA Re-scheduled Orientation || 4/20/2017 8:00:00 AM
RESEA Re-scheduled Orientation || 4/21/2017 8:00:00 AM
RESEA Subsequent Return || 4/21/2017 8:00:00 AM
RESEA Re-scheduled Orientation || 4/24/2017 8:00:00 AM
RESEA Subsequent Return || 4/24/2017 8:00:00 AM
RESEA Re-scheduled Orientation || 4/25/2017 8:00:00 AM
RESEA Subsequent Return || 4/25/2017 8:00:00 AM
RESEA Re-scheduled Orientation || 4/26/2017 8:00:00 AM
RESEA Subsequent Return || 4/26/2017 8:00:00 AM
RESEA Re-scheduled Orientation || 4/27/2017 8:00:00 AM
RESEA Subsequent Return || 4/27/2017 8:00:00 AM
RESEA Re-scheduled Orientation || 4/28/2017 8:00:00 AM
RESEA Subsequent Return || 4/28/2017 8:00:00 AM
RESEA Re-scheduled Orientation || 5/1/2017 8:00:00 AM
RESEA Subsequent Return || 5/1/2017 8:00:00 AM
RESEA Re-scheduled Orientation || 5/2/2017 8:00:00 AM
RESEA Subsequent Return || 5/2/2017 8:00:00 AM
RESEA Re-scheduled Orientation || 5/3/2017 8:00:00 AM
RESEA Subsequent Return || 5/3/2017 8:00:00 AM

Cancel

of Events

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E. Inform claimant that UI staff will have to determine if the claimant meets the requirements to be exempted from the program and they will be notified whether they are exempt or not.

F. Central office staff will be notified of the results by adjudication and will instruct field staff whether to exempt, reschedule or require participation.

G. If the claimant is exempt:

1. Apply 194-RESEA Exempt service code.

Nashville	194 - RESEA Exempt	WP #301003047	4/20/2017	4/20/2017	Successful Completion	View Delete
-----------	--------------------	------------------	-----------	-----------	--------------------------	--

2. Cancel the claimant's event.

Attendee	User Type	SSN	Phone	Date Registered	Status	Action
BROOKS, SHERLVON (SHERLVON)	Individual	1725	(615) 498-0399	4/5/2017 7:06:49 PM	<div> <div>Canceled</div> <div>Registered</div> <div>Attended</div> <div>Canceled</div> </div>	Reschedule Delete Services Add Case Note
Dobbs, Mark (MDOBBS0807)	Individual	0807	(949) 864-9755	4/5/2017 7:06:04 PM	<div> <div>No Show</div> <div>Exempted</div> <div>UI No Show</div> <div>UI Rescheduled</div> <div>UI Attended</div> <div>Registered</div> </div>	Reschedule Delete Services Add Case Note
Dugan, Kenneth (DUGAN044)	Individual	7114	(615) 500-2544	4/5/2017 7:06:10 PM	<div> <div>Registered</div> </div>	Reschedule Delete

3. Upload the Eligibility Review and the email from Central Office staff.
4. Complete a case note to give reason for exemption from RESEA services.
5. Contact the claimant to inform them of their exemption from the program.

H. If the claimant needs to be rescheduled:

1. Contact claimant to inform them they are not exempt, but will need to be rescheduled to the date they are able and available.
2. Utilize the Rescheduled button on the Manage Attendees page of the associated event. Select the event in which you want to register the claimant from the drop down menu.

Reschedule User

Individual: BLACKBURN, JONATHAN
 Last 4 of SSN: 8816
 Currently Scheduled Date/Time: 4/20/2017 08:00 AM
 Region: LWDA 09
 Office: American Job Center - Nashville

* Available Dates/Times: **None Selected**

Cancel

of Events

ch Page Preferences Assistance

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3. Add a 191-RESEA Rescheduled Service with a successful completion and a future scheduled date.

Nashville	193 - RESEA Placement	WP #301003047	4/20/2017	4/20/2017	Successful Completion	View Delete
Nashville	191 - RESEA Reschedule	WP #301003047	4/27/2017	4/20/2017	Successful Completion	View Delete

4. Complete a case note explaining why the claimant has been rescheduled.

I. If the claimant is not exempt:

J. Claimant will need to attend rescheduled visit. Participation is required and benefits will be placed on hold if unable to attend

6. Error by the Agency in scheduling the claimant

- A. Central office will inform staff if there was an error in scheduling a claimant or claimants. Upload the email sent from central office staff.
- B. Apply the **194-RESEA Exempt** service code.

Nashville	194 - RESEA Exempt	WP #301003047	4/20/2017	4/20/2017	Successful Completion	View Delete
-----------	--------------------	------------------	-----------	-----------	--------------------------	--

- C. Cancel the claimant's event.

Attendee	User Type	SSN	Phone	Date Registered	Status	Action
BROOKS, SHERLVON (SHERLVON)	Individual	1725	(615) 498-0399	4/5/2017 7:06:49 PM	<div> CANCELED ▼ Registered Attended CANCELED No Show Exempted UI No Show UI Rescheduled UI Attended Registered ▼ </div>	Reschedule Delete Services Add Case Note
Dobbs, Mark (MDOBBS0807)	Individual	0807	(949) 864-9755	4/5/2017 7:06:04 PM	<div> CANCELED ▼ Registered Attended CANCELED No Show Exempted UI No Show UI Rescheduled UI Attended Registered ▼ </div>	Reschedule Delete Services Add Case Note
Dugan, Kenneth (DUGAN044)	Individual	7114	(615) 500-2544	4/5/2017 7:06:10 PM	<div> CANCELED ▼ Registered Attended CANCELED No Show Exempted UI No Show UI Rescheduled UI Attended Registered ▼ </div>	Reschedule Delete Services Add Case Note

- D. Complete a case note to give reason for exemption from RESEA services.

7. Denied UI Benefits

- A. Contact Central Office RESEA staff to verify if claimant has been denied
- B. Enter *194-RESEA Exempt* Service code

Nashville	194 - RESEA Exempt	WP #301003047	4/20/2017	4/20/2017	Successful Completion	View Delete
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- C. Cancel the claimant's event.

Attendee	User Type	SSN	Phone	Date Registered	Status	Action
BROOKS, SHERLVON (SHERLVON)	Individual	1725	(615) 498-0399	4/5/2017 7:06:49 PM	<div> CANCELED ▼ Registered Attended CANCELED No Show Exempted UI No Show UI Rescheduled UI Attended Registered ▼ </div>	Reschedule Delete Services Add Case Note
Dobbs, Mark (MDOBBS0807)	Individual	0807	(949) 864-9755	4/5/2017 7:06:04 PM	<div> CANCELED ▼ Registered Attended CANCELED No Show Exempted UI No Show UI Rescheduled UI Attended Registered ▼ </div>	Reschedule Delete Services Add Case Note
Dugan, Kenneth (DUGAN044)	Individual	7114	(615) 500-2544	4/5/2017 7:06:10 PM	<div> CANCELED ▼ Registered Attended CANCELED No Show Exempted UI No Show UI Rescheduled UI Attended Registered ▼ </div>	Reschedule Delete Services Add Case Note

D. Complete a case note to give reason for exemption from RESEA services.

RESEA Events

Description of RESEA Events:

There are currently three (3) types of events in Jobs4TN for the RESEA program. These events represent the type of visit that the claimant is scheduled to attend. These events are used to create a daily roster for each center. They are also used to automate (as much as possible) the data entry responsibilities of the RESEA coordinators. The three events for the RESEA program are:

- RESEA
- RESEA Re-Scheduled Orientation
- RESEA Subsequent Return

Details of each RESEA Event:

RESEA:

This event is added by the system with registered claimants based on when the claimants are selected each week for the RESEA program. This event represents the initial orientation for each claimant. This is a “one time only” event. This means that the claimants scheduled for this event cannot be rescheduled to another event as it stands alone. Claimants who are registered for this event will be automatically given the following service codes if they are resulted as attend:

- 101- Orientation
- 102- Initial Assessment
- 107- Labor Market Research
- 195- RESEA UI Eligibility
- 205- Develop Service Strategies
- If the claimant is reported as a No Show and is given a reason as anything other than “Refused to Participate”, then the claimant will be automatically applied with the following service code:
192- RESEA Failed to Report
- If the claimant is reported as a No Show and is given a reason of “Refused to Participate”, then the claimant will be automatically applied with the following service code:
19B- RESEA Refused Service

RESEA Re-Scheduled Orientation:

This event is for those claimants who have requested to reschedule their initially scheduled orientation. This event is a recurring event that requires the manual registration of the claimants. This event is connected to all other RESEA Re-Scheduled Orientation events, thus the attendees can be rescheduled from one event to another. Claimants who are registered for this event will be automatically given the following service codes if they are resulted as attend:

- 101- Orientation
- 102- Initial Assessment
- 107- Labor Market Research
- 195- RESEA UI Eligibility

- 205- Develop Service Strategies
- If the claimant is reported as a No Show and is given a reason as anything other than “Refused to Participate”, then the claimant will be automatically applied with the following service code:
192- RESEA Failed to Report
- If the claimant is reported as a No Show and is given a reason of “Refused to Participate”, then the claimant will be automatically applied with the following service code:
19B- RESEA Refused Service

RESEA Subsequent Return:

This event is for those claimants who are scheduled to attend a subsequent return. This event is a recurring event that requires the manual registration of the claimants. This event is connected to all other RESEA Subsequent Return events, thus the attendees can be rescheduled from one event to another. Claimants who are registered for this event will be automatically given the following service codes if they are resulted as attend:

- 107- Labor Market Research
- 195- RESEA UI Eligibility
- 197- RESEA Subsequent Completed
- 205- Develop Service Strategies
- If the claimant is reported as a No Show and is given a reason as anything other than “Refused to Participate”, then the claimant will be automatically applied with the following service code:
192- RESEA Failed to Report
- If the claimant is reported as a No Show and is given a reason of “Refused to Participate”, then the claimant will be automatically applied with the following service code:
19B- RESEA Refused Service

Editing, Scheduling, and Resulting RESEA Events

The Events that are set-up for the RESEA program have been either created or approved by central office RESEA staff. The event details should not be altered or edited by staff in any way by anyone other than RESEA central office staff. The RESEA coordinators should only focus on scheduling and resulting claimants in the events.

Scheduling claimants:

RESEA: The events labeled RESEA have claimants that are already pre-registered by the system based on the RESEA selection that is done weekly to select new RESEA claimants. No claimants should be scheduled for these events by RESEA staff.

RESEA Re-Scheduled Orientation: These events require RESEA staff to manually register claimants. The claimants that should be registered for these events should be those who have not completed their initially scheduled orientation, but failed to complete that initially scheduled orientation due to rescheduling or failure to comply.

RESEA Subsequent Return: These events require RESEA staff to manually register claimants. The claimants that should be registered for these events should be those who need to complete a subsequent return. In order to register a claimant for this event they must first have completed their orientation requirement. A claimant should only be registered for one of these events at a time.

Resulting Events:

There are four (4) ways in which you can result event:

- Attended
- Canceled
- No Show
- Reschedule

The following is detailed instructions on when to result an event as one of the above options.

Attended: A claimant should be resulted as attended when the claimant appeared for their scheduled visit and completed all requirements for that visit. Resulting this event as attended will apply the applicable service codes based on which event the claimant is registered for. When resulting as Attended, make sure that the event you result is the correct date in which the claimant actually complied with RESEA services.

Canceled: There are several reasons in which to result a claimant as cancelled:

For the RESEA events, you will need to result as canceled if you need to reschedule them from that event.

- The event should be canceled if the claimant was registered for the event in error.
- The event should be canceled if the claimant is currently non-compliant with the RESEA program and failed to report to this event.
- For the RESEA Subsequent Return events, the event should be canceled if the claimant reports a placement and has begun employment.
- If the claimant is exempted from participation in RESEA services.

No Show: A claimant should be resulted as a No Show when they fail to report for their required visit or if they refuse to participate. When selecting this option you will need to provide a reason for the no show. If the claimant refused to participate then you need to

select that option, so that the 19B- RESEA Refused service code can be automatically applied. If they just did not show, then you can select any other reason that is applicable which will apply the 192- RESEA Failed to Report service code.

Rescheduled: This option is only applicable for claimants who are registered in the RESEA Re-Scheduled Orientation or RESEA Subsequent Return events. This option will allow you to reschedule a claimant from their current event to an event on a different date. This option should be used for anyone who wished to change the date of their return.

The Programs Tab: Wagner-Peyser



Wagner-Peyser Activity/Enrollment Form

To create or add a WP activity, start by clicking the + icon for the Wagner-Peyser application you want to add an activity to, then click the [Create Activity](#) link.

Service Plan

* Service/Activity

None Selected

Code:

Program

227

Application

Association:

Scheduled Date:

05/09/2014

Today

Scheduled Time:

05

:

00

PM

Actual Service Date:

05/09/2014

Today

Completion Code:

Successful Completion

RR Event:

[RR Search]

* LWIA / Region:

Region 1

* Office Location:

Region 1 Career Center - Mid County

* Position:

Staff

Staff User ID - Created:

2776

Staff User ID - Last Edited:

2776

[Add a new Case Note | Show Filter Criteria]

Case Note:

ID	Create Date	Subject	Actions
425	5/9/2014 5:18:27 PM	testing subject	Edit

Save Changes

Cancel Changes

From this screen:

WP Add Service Screen

- Select the desired WP activity from the drop-down list.
- Select the Schedule Date and Time (optional).
- Select the Actual Service Date (either a schedule or an actual date must be selected).
- Select the Completion Code from a drop-down.
- Select your LWIA/Region and office from the drop-down lists if not displayed by default.
- Confirm that your position is displayed correctly (LVER, DVOP, or Staff) by choosing from the drop-down list.

Note: You can click the [Add a new Case Note](#) link to create a case note. For details, refer to the "Add a

Case Note” topic in chapter 4 - Individuals – Case Management.

- When you click to **Save Changes** to the activity, the system will re-display the updated Programs tab with the activity added to the table.

Adding Additional Wagner-Peyser Services

After you have manually recorded the individual’s initial activity service under Wagner-Peyser, you can continue to record additional WP services for the selected individual using one of two methods:

- Add a single service (for details, refer to the subtopic “Add Service” under the “Activities Tab” topic in chapter 4 – Individuals – Case Management.
- Add multiple services simultaneously (for details, refer to the subtopic “Add Multiple Services” under the “Activities Tab” topic in chapter 4 – Individuals – Case Management.

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V15.0 R1 – 03/2015

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The Programs Tab: Wagner-Peyser



Wagner-Peyser Closure Form

The WP Closure Form serves as a bridge between active enrollment and program exit. Form completion acknowledges that the WP participant will no longer receive services and allows for specific data collection for WP performance reporting purposes before officially exiting the WP program through soft exit. Staff may only complete this form once all WP activity services have an actual end date recorded.

Note: *If the participant is dual-enrolled in another program such as WIA, there is no need to complete the WP Closure form, unless the participant has completed their WIA activity services (each bearing an actual end date) and indicated they no longer wish to receive program services.*

The system displays the Create Closure link following the participant’s initial WP activity service (see sample below). If staff click this link and at least one WP activity remains open, the system will display a pop-up alert prompting staff to first close the activity before completing the WP Closure. Otherwise, the system will display the General Information section of the form, a sample of which follows:

Programs Plan Assessments

[Show Filter Criteria](#)

– [Wagner-Peyser \(WP\) Program - 1 Application](#)

[Create Wagner-Peyser \(WP\) Program](#)

– [Wagner-Peyser \(WP\) Program #235, App Date 10/12/2011, LWIA 14, \(Complete\), Staff Assisted](#)
Case Manager: None Assigned

[Create Participation](#)

[Edit Participation for WP #235 Participation Date 10/12/2011](#)

[Create Activity/Create Multiple Activities](#)

Status	Activity	JO#	Schedule Date/Time	Actual Date/Time
	007 - Self Service Resume Successful Completion	N/A	10/12/2011 3:42:00 PM	10/12/2011 3:42:00 PM
	003 - Self Service Registration Successful Completion	N/A	N/A	10/12/2011 3:40:00 PM
	115 - Resume Preparation Assistance	N/A	10/12/2011 10:00:00 AM	

[Create Closure](#)

[Create Outcome](#)

General Information

User ID: GSIPARKS3

SSN: 333-33-3333

Name: Baird, Ray

Date of Last WP Service: 09/19/2011

Case Closure Date: 09/19/2011

* Closure Reason: None Selected

Local Workforce Investment Area: 9 - Refused to Continue

* One Stop Location: 1 - Employed - Verified

2 - Employed - not Verified

3 - Enrolled in Post Sec/Adw/Occup Training

[Cancel](#) [Next>>](#)

General Information Section, WP Closure Form

Select a Closure Reason from the list box and select your one-stop office location if necessary. Click **Cancel** to exit without saving the edits or **Next** to save your data and continue. The system will display the Employment section next:

The Programs Tab: Wagner-Peyser

[\[General Info\]](#) [\[Employment\]](#) [\[Staff Info\]](#)

Employment Information

* Entered Employment: ☐ Yes ☐ Yes, Recall Employer ☐ No

No employers since exit available

[Add Employer](#)

[Exit This Step](#) [<<Back](#) [Next>>](#)

- If staff selects **No** for Entered Employment, they may select **Next** to save their edit and continue.

The screenshot shows two overlapping web forms. The top form is titled 'Employment Information' and has tabs for '[General Info]', '[Employment]', and '[Staff Info]'. It contains a section for 'Entered Employment' with radio buttons for 'Yes', 'Yes, Recall Employer', and 'No'. Below this is a text box that says 'No employers since exit available'. At the bottom of this form is an 'Add Employer' button. The bottom form is titled 'Job Information' and contains various fields for job details, including 'Job Title', 'Occupation', 'Is this a green job?', 'Hours worked per week', 'Hourly Wage at Exit', 'Job Start Date', 'Job End Date', 'Reason for Leaving', 'Job Duties', 'Receiving Fringe Benefits', 'Job Covered by Unemployment Compensation', and 'Is this considered Non-Traditional Employment?'. It also has 'Cancel' and 'Save' buttons at the bottom. A blue arrow points from the 'Add Employer' button in the top form to the 'Add Employer' button in the bottom form.

- If staff selects **Yes** or **Yes, Recall Employer**, the system will require employer data to be entered. Click **Add Employer** to access the Employer Information screen.

Employment Section, WP Closure Form

- If the employer is system-registered, staff may click the Employer Search link to search for and select the desired company. Conditionally, the system will pre-fill specific employer information, thus reducing data entry effort. When staff complete employer details they click **Save** to secure

Note: If staff click *Exit This Step*, the system will maintain any information saved to this point, and display a “partial complete” form status on the updated Programs tab screen. To complete this form at a later date, staff would click the form status link to edit the partially complete form.

The following figure displays a sample Staff Information section of the WP Closure form:

[General Info] [Employment] [Staff Info]

Staff Information

[Add a new Case Note | Show Filter Criteria](#)

ID	Create Date	Subject	Actions
No data found.			

Case currently Not Assigned to a Case Manager

Current Case Manager: [Assign Case Manager](#)
[Assign Me](#)
[Remove Case Manager Assignment](#)

Previous Case Manager:

Temporary: Not Available

Staff Created: GSIPARKS

Last Edited By: GSIPARKS

[Exit This Step](#) [<<Back](#) [Finish](#) [Delete](#)

Staff Information Section, WP Closure Form

- To add a case note, click [Add a new Case Note](#).
- To perform case assignment, click [Assign Case Manager](#), [Assign Me](#), or [Remove Case Manager Assignment](#).
- To escape without saving edits, click [Exit This Step](#) (see note above).
- To complete the Closure form, click **Finish**.

Wagner-Peyser Outcome Form

According to provisions established by the federal government, staff need only create a Wagner-Peyser outcome or *hard exit* if the individual satisfies one of the federal global exclusions.

Note: *Completing a program exit form and citing one of the global exclusions as the reason will NOT count such participants in Common Measures for performance tracking purposes.*

If the individual you manage does NOT satisfy one of the global exclusions, federal policy requires the individual to be *soft exited* from the Wagner-Peyser program. That is, if the individual does not receive a WP service (and, if dual-enrolled in WIA, a WIA activity service) for at least 90 consecutive days, the system will automatically create an exit form. At this point, the individual's participation in the Wagner- Peyser program (and WIA) has terminated, and the individual's progress will now be tracked under Common Measures for federal performance tracking purposes.

Note: *Your business rules may extend the minimum non-service period required for soft exit beyond 90 consecutive days.*

The Programs Tab: Wagner-Peyser



To manually terminate the individual's participation in the Wagner-Peyser program (to create a hard exit), click the Create Outcome link on the Programs tab (see sample below).

A screenshot of a web application interface. At the top, there is a status bar with a green icon, the text "003 - Self Service", and "Registration Successful Completion". Below this, there are three links: "Create Closure", "Edit Closure for WP #217 Closure Date 9/19/2011", and "Create Outcome". A mouse cursor is pointing at the "Create Outcome" link.

W-P Create Outcome Link on Programs Tab

The system will display the General Info tab of the WP Outcome form. Staff must complete all required

A screenshot of a web application interface showing the "WP Outcome" form. The form has four tabs: "General Information", "Contact Information", "Placement Information", and "Staff Information". The "General Information" tab is active, showing fields for "Login Information" (User ID: GSPARKS3, State ID: 182, Date of Exit: 09/19/2011, Local Workforce Investment Worknet Pinellas, Inc. Area, One Stop Location: Tarpon Springs One Stop Center - 4444, SSN: 333-33-3333) and "Exit Information" (Exit Reason: Retirement, Actual Soft Exit Date, Other Exit Description). A blue arrow points from the "Next >>" button in the "General Information" section to the "Contact Information" section. The "Contact Information" section is also shown, with fields for "Name" (First Name: Ray, M.I., Last Name: Baird), "Residential Address" (Address 1: 277 mandalay, Address 2, City: Clearwater Beach, State: Florida, Zip/Postal: 33767, County: Pinellas County, Country: United States), and "Phone Numbers" (Primary Phone: 727-525-5727, Ext, Type: Cell/Mobile Phone). The "Exit Wizard" button is visible at the bottom of the form.

(and conditional) items, then click **Next** to save their edits.

WP Outcome Form, General Info and Contact Info Sections

The system then displays the Placement Information tab, as shown in the sample below. Staff use this screen to record employment information on behalf of the individual served. If no such information exists, click **Next**.

The Programs Tab: Wagner-Peyser

The screenshot shows the 'Placement Information' tab selected. At the top, there are four tabs: 'General Information', 'Contact Information', 'Placement Information', and 'Staff Information'. Below the tabs, a message states 'No employers since exit available.' with a link '[Add Employer]'. At the bottom left, there is a link 'Exit Wizard'. At the bottom right, there are two buttons: '<< Back' and 'Next >>'. The Geographic Solutions logo is visible at the bottom left of the page.

WP Outcome Form, Placement Info Section (with Add Employer)

To record employment information, click **Add Employer**. Complete employer details and click **Save**. To complete the Placement Information tab, click **Next**.

The screenshot shows the 'Add Employer' form, which is a modal window overlaid on the 'Placement Information' tab. The form is titled 'Step 3 of 4. Enter your information below. When you are finished click the Next>> button.' and has four tabs: 'General Information', 'Contact Information', 'Placement Information', and 'Staff Information'. The 'Placement Information' tab is selected. The form is divided into two main sections: 'Employer Information' and 'Job Information'. The 'Employer Information' section includes fields for 'Employer Name', 'Employer Name Verification' (with links for 'Verify Employer Name', 'Acquire', 'Link', and 'View'), 'Address Line 1', 'Address Line 2', 'City', 'State' (a dropdown menu with 'None Selected' selected), 'Zipcode', 'Country' (a dropdown menu with 'United States' selected), 'Primary Employer Contact Name', and 'Primary Employer Contact Number'. The 'Job Information' section includes fields for 'Job Title', 'Occupation' (with a 'Select Occupation' link), 'Is this a green job?' (radio buttons for 'Yes, Green Job.' and 'No, not Green Job.'), 'Hours Worked', 'Hourly Wage', 'Job Start Date' (with a calendar icon), and 'Job End Date' (with a calendar icon and a 'Currently Employed' checkbox). At the bottom of the 'Job Information' section are 'Save' and 'Cancel' buttons. At the bottom of the modal window are 'Exit Wizard', '<< Back', and 'Next >>' buttons.

Placement - Employer Details on WP Closure

Note: If staff click Exit This Step, the system will maintain any information saved to this point, and display a “partial complete” form status on the updated Programs tab screen. To complete this form at a later date, staff would click the form status link to edit the partially complete form.

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The Programs Tab: Wagner-Peyser

General Information Contact Information Placement Information **Staff Information**

Outcome Staff Information

Date Exit Created: 09/19/2011

Staff User ID: GSIPARKS Parks, Michelle

* Position: None Selected

Case Note: [[Add a new Case Note](#) | [Show Filter Criteria](#)]

ID	Create Date	Subject	Action
No data found.			

Current Case Manager: Case currently Not Assigned to a Case Manager
[Assign Case Manager](#)
[Assign Me](#)
[Remove Case Manager Assignment](#)

Previous Case Manager:

[Exit Wizard](#)

<< Back Finish Delete

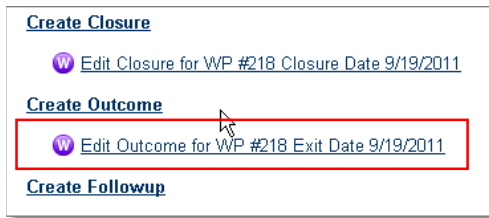


WP Outcome Form, Staff Information Section

Here, on the final step of creating a WP outcome, staff may perform the following:

- Confirm their staff position (*Staff, DVOP, LVER*).
- Click the Add a New Case Note link to add a case note. For details, refer to the subtopic “Add a Case Note” under the “Case Notes Tab” topic in chapter 4 – Individuals – Case Management.
- (Optional) Click the Show Filter Criteria to determine which case notes you wish to display.
- Click Assign Case Manager, Assign Me, or Remove Case Manager Assignment to perform case assignment.
- (Optional) If you change the case manager assignment, you can enter the name of the previous case manager.
- Click **Save** to secure your changes. Once complete, the system will display the updated Programs tab folder, an excerpt of which follows:

To edit the WP Outcome form, return to the Programs tab. At the bottom of the WP form, click the



Outcome form edit link, as shown below:

[Links to Create and Edit Closures and Outcomes, and Create Follow-up](#)

Late Notice Scheduling Re-Employment Service

If the claimant reports that notice of scheduling orientation was delivered on the date scheduled or a date later than the scheduled service, no issue exists and the claimant should be rescheduled, as appropriate and the claim shall remain active. Documentation must be provided by the claimant that the letter was received on the date of scheduled orientation or later.

Suitable Work for Reemployment Service Claimants

It will be very important for RESEA staff to understand the legal criteria for "suitable" work for UI claimants. (See Sections 5450-5499, UI Manual)

By law, one requirement for receiving unemployment insurance benefits is that a UI claimant be available for suitable work, and making a reasonable effort to obtain work. A claimant also may not refuse a referral for suitable work without the potential for disqualification. (A claimant in approved training is exempt from the work search provisions).

If a suitable work question arises, collect the information via a claimant statement form and send info to assigned central office staff. Central office staff will work with assigned UI staff to review the matter

Job Ready / Search Services

Prior to leaving orientation, each claimant must have an updated Jobs4TN profile, along with a completed and updated resume which must be uploaded in Jobs4TN. To be considered Job Ready the claimant must complete orientation, pass the assessment, and possess a High School Diploma or equivalent. If they do not meet these criteria then they must have a referral to Educational Services, WIOA/Other Training, or the Job Service Workshops. One of these services must be applied in Jobs4TN. Either a 592- RESEA Referred to Reemployment service needs to be added to represent that the claimant is Job Ready, or apply a 593-RESEA Referred to Training service to represent that the claimant will need additional training to be considered Job Ready.

Labor Market Information

Provide each RESEA claimant with an Employment Toolkit.

Referral Title I Staff

If the claimant appears not qualified for current suitable job openings, lacks the educational achievement level needed to compete successfully for suitable job openings, and does not have transferable skills, claimant may be referred to Title I for intensive services. If the referral takes place at the time of orientation, two services must be added. The 211- Referred to WIOA and 593- RESEA Referred to Training must be added since WIOA is considered additional training. Title I should consider providing On-the-Job-Training (OJT) and other training/Title I related services.

Referral to Training/Adult Education

Claimants, who express an interest in other state and local educational programs such as area vocational schools, technical schools, etc., should be referred to educational services. Claimants who wish to complete an educational program leading to a high school diploma, equivalency diploma or college degree should be shown as referred. (The progress of persons enrolled in training must be monitored on an individual basis.)

Referral services must be documented in Jobs4TN under the appropriate service selection. The 593- RESEA Referred to Training service needs to be added at the time of orientation if the claimant is referred to additional training/Adult Education. If the claimant does not have a High School Diploma or Equivalent, then the claimant must be referred to Adult Education. The 210- Referred to Educational Services service code needs to be applied if referred to Adult Education.

Claimant Re-Scheduling

The RESEA staff will re-schedule the claimant for RESEA services up to two times without penalty. The following can be rescheduled with no penalty to their unemployment benefits (*In the scenarios below, the participants may be re-scheduled without interruption of their UI benefits*): The claimant makes contact prior to orientation date/time and requests to reschedule orientation to the following week.

- The claimant makes contact prior to a subsequent return date/time and requests to reschedule the return to the following week.
- The claimant makes contact prior to a rescheduled orientation/subsequent return date/time and requests to be rescheduled to the following week.

The following can be rescheduled, but would cause their unemployment benefits to be put on hold until they comply (In the scenario's below the participant should be re-scheduled, but their UI benefits should be paused until they comply):

- The claimant makes contact after their orientation/subsequent return date/time (and doesn't comply by the end of week).
- The claimant wishes to reschedule after previously being rescheduled two times prior.
- The claimant wishes to reschedule, but is currently in a non-compliant status.

If the claimant makes contact and wishes to reschedule before their scheduled date/time, then you must enter a reschedule service of 191-RESEA Reschedule in the claimant's Activity History/Service plan. You must also cancel the event if it is the claimant's initial orientation, and then enter them into a new "RESEA Re-Scheduled Orientation". If it is not their initial orientation, then you will need to select the Rescheduled button next to the individual's name in the Manage Attendees screen of the scheduled event.

Justifiable Cause

A claimant who has "justifiable cause" is not required to participate in services to which he/she has been referred.

Determine if the reasons offered by claimants for failure to participate are such that a reasonable person would not have participated. For example, although a reasonable person would not be expected to leave children at home unattended, a reasonable person would also be expected to make an effort to obtain child care.

A finding of justifiable cause will last only for the period the justifiable cause is relevant. For example, justifiable cause due to short term illness will last only for the period of the illness. There may be cases when we determine that the justifiable cause continues for a longer period or through the life of the claim, for example, when the claimant is in approved training. In these instances the claimant would be considered Exempt from RESEA. If the claimant is considered exempt, a 194-RESEA Exempt service code must be applied.

It is very important that staff advise claimants that allowing the claimant to reschedule a service does not eliminate the possibility that claimant will be held ineligible under the able and available provisions of UI law.

Attendance Monitoring

RESEA staff and local office management must review the service reports in Jobs4TN on a weekly basis to ensure all documentation is entered timely and accurately. The documentation in Jobs4TN is directly connected the claimants UI claim along with federal reporting. The service reports as accessed by going to Detailed reports in Jobs4TN. Under subsection Services Reports, there is an option to run a report for "Services Provided Individuals". To receive a list of all scheduled claimants for that week, you would run the report searching for Activity/Service code 190- First Scheduled RESEA.

A second service report should be run weekly to verify Event attendance has been properly marked in Jobs4TN. This report is located in Detailed reports in Jobs4TN. Under subsection Services Reports, there is an option for "Event Scheduler". You will then select the option for "Detailed Attendance Tracking." This report will need to be run three times, and each time new criteria will need to be selected. There are three types of events to run this report for RESEA Orientation, RESEA UCX, and RESEA Subsequent Return.

If a claimant has a decision code or UI issue that needs addressed that is not related to RESEA, RESEA staff should refer the claimant to contact UI staff by phone (1-844-224-5818) or electronically through Zendesk on Dept. of Labor's homepage.

Compliant vs. Non-Compliant

Claimants who fail to participate in RESEA services are considered Non-Compliant with the RESEA program. If this happens, then RESEA staff must enter a 192-RESEA Failed to Report service in VOS (via resulting an event). Staff should wait until Friday afternoon to enter this service.

If the claimant calls the Claims Office or Claims Center staff requesting payment or re-instatement of the claim, the claims staff would submit the individual's information to the central office RESEA program staff. The Central Office program staff will then submit that information to the local office to contact the claimant. When the claimant complies, RESEA staff should enter a 19A-RESEA Compliant service in Jobs4TN the day that the claimant becomes into compliance.

If a UI issue must be resolved by Agency Decision, the RESEA staff must send a control form to central office staff in order to resolve issue. The control form must clearly state what the issue is, and what needs to be corrected. Along with emailing the control form to central office staff, the form must also be uploaded in Jobs4TN. Once the form is received by central office staff, it will be reviewed to determine that the issue can be corrected per RESEA policy. The form will then be sent to the appropriate adjudication staff member. A log is kept to track each form handled by central office staff.

Appeal Rights

Any agency decision finding that a claimant has failed to participate in reemployment services is appealable. Claimants have formal appeal rights only with respect to a determination to deny benefits based on failure to report as directed or to participate in services. A claimant may also appeal referral for orientation and assessment. If a claimant fails to report to the orientation, this will be adjudicated as a failure to report as directed.

A claimant may appeal his employability development plan at the point a determination is issued denying him benefits, such as, after failure to participate in a planned service. However, if any evidence appears at any stage of the non-monetary determination process indicating that claimant does not need these services, the local office must take the initiative in determining whether the referral was proper. If it is found not to be proper, then the participation requirement does not apply and there is no need to address exceptions such as justifiable cause.

RESEA Service Codes

Description of Services Used During the RESEA Program

190 First Scheduled RESEA

This service code is the representation that the claimant has been selected and scheduled to participate in RESEA. This code should not be edited in any way by any staff member.

191 RESEA Reschedule

This service code is to be used when a claimant needs to reschedule an orientation or subsequent return and contacts you prior to the orientation/subsequent return date and time. This code should only be applied twice (max) per individual. This service should not be used if the claimant will attend the orientation/return within the week of their scheduled return or if they are currently non-compliant with the RESEA program.

192 RESEA Failed to Report

This service code represents the claimant's failure to report for RESEA services by not completing their orientation or subsequent visit. This service communicates with the unemployment system to stop an unemployment claimant's benefits. You should not apply this service until the end of the week. If a claimant is currently NOT compliant with unemployment and RESEA (most recent service was a 192-REA Failed to Report or 19B- REA Refused Service), then this code should not be applied again until the claimant becomes compliant with the RESEA program. This service is automatically applied if the associated event is resulted as a No Show and given any reason other than "Refused to Participate".

193 RESEA Placement

This service code represents that the claimant has begun employment with a new employer. This code should be applied when the claimant provides you with their job placement verification form and they have begun employment.

194 RESEA Exempt

This service code should be applied for all individuals who are not required to participate in RESEA services. Exemptible services are defined in the RESEA Exemption Policy.

This should not be applied until proper documentation has been received.

195 RESEA UI Eligibility

This service code represents that an Unemployment Eligibility Review was conducted with the claimant during their visit. This code should be automatically applied during each visit that was attended. Only three of these service codes should be applied for each claimant.

196 RESEA Subsequent Schedule

This service represents that the claimant has been scheduled for a return visit. This service only represents the scheduling of the claimant, not their compliance with the scheduled return. The scheduled date for this service needs to be a date that is two weeks in the future from the actual date. This code should only be applied a maximum number of 2 times (after the orientation and after the first subsequent visit).

197 RESEA Subsequent Completed

This service represents that the claimant has completed a Subsequent Return. This service should be automatically applied during the subsequent events that the claimant attends. Only two of these service codes should be applied for each claimant.

198 RESEA Program Completed

This service is the representation that the claimant has completed all required services with RESEA. This includes the Initial Orientation along with the two subsequent returns. This service should be applied as the last service for a RESEA claimant who is required to participate in RESEA and does not meet any exemptible criteria.

592 RESEA Referred to Reemployment

This service should be applied after the claimant completes their orientation, and should only be applied to applicable claimants. Applicable claimants will include individuals that would be considered Job Ready. This means that these individuals have the education/skills/training/experience to enter into their desired employment.

593 RESEA Referred to Training

This service should be applied after the claimant completes their orientation, and should only be applied to applicable claimants. Applicable claimants will include individuals who are not considered Job Ready. Not being Job Ready means they lack the experience/education/training needed to enter their desired field of work, or miss more than required amount on the True/False portion of the Initial Assessment.

19A RESEA Compliant

This service represents that the claimant has complied with RESEA program after previously failing to comply. This service code will be recognized by the unemployment system to allow the claimant to begin receiving unemployment benefits again.

19B RESEA Refused Service

This service should only be applied to individuals who have provided a statement that they do not wish to participate in RESEA services. These individuals who refuse to participate in required services will have their claim stopped by applying this service. This service should only be applied when proper documentation is collected. This service is automatically applied when the associated event is resulted as a No Show with a reason of "Refused to Participate".

19X RESEA UCX Participant

This service is used to track and identify all RESEA participants who are receiving Unemployment Compensation for Ex-Service Members. This service should not be altered or edited in any way. This service will help with reporting purposed in tracking all UCX participants selected for RESEA

19D RESEA Disqualification

This service code should only be used by adjudication staff. This code is to be used to identify individuals who have been disqualified from unemployment benefits due to an eligibility issue found through RESEA.

101 Orientation

This service is a representation that the claimant has received information regarding the services offered at the AJC. This service should be applied when the claimant attends their scheduled orientation

102 Initial Assessment

This service represents that the claimant has been given and has completed an initial assessment at the time of their orientation. It also means that the completed Initial Assessment has been reviewed by the RESEA Coordinator.

107 Provision of Labor Market Research

The provision of Labor Market Research is the provision of the information in the Employment Toolkit as well as information about your local area. Each claimant, at the time of orientation, should be provided with the Employment Toolkit and should be given a brief overview of the material included in the toolkit. It also should be used when any information is provided to the claimant about any service offered or given at the AJC.

205 Develop Service Strategies (IEP/ISS/EDP)

This service is being used to show that each visit the claimant is receiving guidance via an Employability Development Plan (EDP) created by the RESEA Coordinator. This service should be applied for every scheduled RESEA visit.

Services that are automatically applied via resulting RESEA Events:

- 101- Orientation
- 102- Initial Assessment
- 107- Provision of Labor Market Research
- 192- RESEA Failed to Report
- 195- RESEA UI Eligibility
- 197- RESEA Subsequent Completed
- 19B- RESEA Refused Service
- 205- Develop Service Strategies (IEP/ISS/EDP)

Services that should be manually added for RESEA Claimants:

- 191- RESEA Reschedule
- 193- RESEA Placement
- 194- RESEA Exempt
- 196- RESEA Subsequent Schedule
- 198- RESEA Program Completed
- 592- RESEA Referred to Reemployment
- 593- RESEA Referred to Training
- 19A- RESEA Compliant

Services that should not be altered or entered by RESEA Staff:

- 190- First Scheduled RESEA
- 19X- RESEA UCX Participant
- 19D- RESEA Disqualification

Actual and Scheduled Dates for Service Codes:

Actual Date:

Each service code applied must have an actual date applied. The actual date represents the date in which the service was actually applied. This date may be the same as the date in which you apply the service code. However, this date could differ if you enter the service code any day after the service was actually applied. If the service code is entered late, then the actual date needs to be changed to the date in which the service code was actually applied.

Exceptions to the Actual Date:

There are three exceptions to changing the actual date. The following service codes should always be applied with an actual date that matches the date in which you are applying the code:

- 192-RESEA Failed to Report
- 19A- RESEA Compliant
- 19B- RESEA Refused Service

Scheduled Date:

A service code should be applied with a scheduled date to represent that the claimant is scheduled to attend a future date. Two RESEA service codes require a scheduled date:

- 196- RESEA Subsequent Schedule
 - The scheduled date should be two weeks from their actual date.
- 191 RESEA Reschedule
 - The scheduled date should be a date that is equal to the following week or greater. It should not be greater than 1 week unless there is 'good cause.'

Policies

Documentation Upload

The following forms should be uploaded into Jobs4TN for each visit once collected: **Orientation:**

- Initial Eligibility Review
- Initial Employability Development Plan
- Initial Assessment
- Acknowledgement Form
- Checklist

Final Return Visit:

- Two Eligibility Reviews
- Employability Development Plan
- Checklist

The following forms should be uploaded into Jobs4TN, collected, and emailed to central office RESEA staff after collected:

Control Form Documentation:

- Signed Control Form
- If supporting documentation is required, then that should be submitted and uploaded along with the control form

Job Placement Documentation:

- Job Placement Verification Form

Eligibility Issue Documentation:

- Eligibility Review Form with note made in comments section
- All related documentation, if applicable

Documentation for Exemptions:

Enrolled in Approved Training

- Eligibility Review Form

Union Member

- Proof of Union Membership

Job Attached

- Proof from employer of Job Attachment

Lives greater than 50 miles

- Google Maps printout verifying distance

Medical Issue

- Eligibility Review Form

How to Name Documentation/Email Subject Line

In order to make things more efficient and speed up some processes, when sending an email regarding RESEA participants please place the issue in the subject line. For example:

Control Form- Smith

Job Placement- Doe

Eligibility Issue- Smith

Union Member- Doe

AJC Transfer- Smith

Also, when naming documents to be uploaded into Jobs4TN, please specify the type of documentation or what visit it is with the claimant's last name. For example:

RESEA_Lastname_firstinitial_Orientation

RESEA_Lastname_firstinitial_Final Return

RESEA_Lastname_firstinitial_Job Placement

RESEA_Lastname_firstinitial_ExemptUnion

RESEA_Lastname_firstinitial_Eligibility Question

RESEA_Lastname_firstinitial_ExemptMileage

Inclement Weather Policy

If your local office service area experiences inclement weather and hazardous road conditions on the day of RESEA, use your best judgment at the local area to determine if the conditions would prevent a reasonable person from attending RESEA. One good gauge might be to compare it to the local school system being open or close. Consult with your office manager to decide. If inclement weather does arrive and you think it prevents RESEA compliance, you can wait until the following Friday to issue a noncompliance status if the participant has not complied or rescheduled. Please enter detailed case notes in this situation.

National Guard & Military Reserve in RESEA

Claimants who are in the National Guard or Military Reserve are not considered Job Attached or Exempt from RESEA services if they are only doing weekend or month long training assignments. They would only be considered job attached if they are hired on full-time. If these claimants are sent on month long assignments, then they can be rescheduled till the week after they return from that training assignment. If these claimants have questions about their wages they receive and how to report them, please direct them to the unemployment office.

RESEA UI Issues

We have a new process to help RESEA claimants with Unemployment Insurance issues. ***This option is only to be used for claimants who are in the RESEA program.*** If anyone else has an UI issue, they will have to create a ticket or use the chat feature on the Department of Labor's website. If you go to http://stateofkentucky.formstack.com/forms/resa_claimant_locked you can submit a ticket to send to UI staff to help resolve any UI related issue. This website is only to be used by staff members and should not be handed out to any claimant or job seeker. Make sure to save this URL to your desktop or internet browser. This link is not to be used for questions on RESEA policy or UI errors caused by RESEA. Those questions would still need to be sent to central office RESEA staff. The issues to send through this link include:

- Not being able to certify
- Answering the wrong question during certification
- Not receiving their payment
- Issue with their debit card
- Locked PIN
- Address changes

RESEA Back Payment Policy

RESEA claimants can be provided back payment only if they can provide "good cause" as to why they did not comply with the program requirements. There are 9 main reasons that the claimant can be back paid for:

- A death of a family member. Proof must be provided, such as an obituary.
- Documented Medical Issue that occurred after the filing of the claim. Medical info must be collected by adjudication staff.

- The claimant had a job interview on the date of their return. Proof of job interview on that date must be provided.
- The claimant is enrolled in an approved training. Verification of approved training must be determined by adjudication staff.
- Claimant changed their address which caused them not to receive letter
- Claimant is job attached with the employer they are drawing unemployment benefits from
- A claimant is a union member. Must provide proof of union membership.
- A claimant's address is greater than 50 miles from the nearest American Job Center. The address must be the same address at the filing of the claim or has been changed prior to the orientation date.
- Agency Error

If a participant simply fails to comply on time, then complies later on, please do not tell them they will or should be back paid. Inform the claimant that they didn't necessarily lose payments, but rather the weeks they could be eligible to draw gets extended. The appeals process is time and resource consuming for both the agency and the claimant. It also leaves a bad taste with the claimant when the decision is not issued in their favor. We can avoid this process by being sure we are all on the same page and communicating a uniformed message to participants on the front end. If a participant inquires about back pay, please attempt to use the above information to explain the situation/process rather than automatically referring them to appeals. If the participant is still not satisfied or disagrees, they always have the legal right to file an appeal.

Re-Employment Services (RESEA) Employability Development Plan

Contact Information

Name:	SSN:
Street Address:	Phone:
City, State, Zip:	Alternate Phone:
Email Address:	

Education History

Highest Grade Completed:	Are you seeking Education/Training Services or would short-term training assist you in re-employment? <input type="checkbox"/> YES <input type="checkbox"/> NO
--------------------------	--

Degrees and Certifications

Degree/Certification	Institution	Location	Date

Employment History

Employer Name	Job Title	Start to End Date
1.		
Job Duties:		
2.		
Job Duties:		
3.		
Job Duties:		

First Return Goals/Objectives

Goal(s) for first return:

Return Date/Time:

Action Steps

Claimant's Signature:

Agency Representative's Signature:

Signature Date:

Goal(s) after completion of Re-employment Services

1.

2.

RESEA Checklist

Claimant
Name: _____

SSN/ User ID
State ID: _____

Orientation:

RESEA Overview - What is RESEA?

AJC Services Overview

Description of LWDA Services/ Programs

Employment Toolkit - Provide overview of contents (LMI)

Orientation/ First Visit

**Mandatory
Documentation:**

UI Eligibility Review
RESEA Initial Assessment
Employability Development Plan (EDP)
Acknowledgment Form
RESEA Checklist
Result Event as attended
Add 592 or 593 Service Code
Add 196-RESEA Subsequent Schedule Service
code
Add any other applicable services
Upload UI Eligibility Review, EDP, Acknowledge-
ment Form, Initial Assessment and Checklist
Enter detailed case note of visit

**Resulting
Events
& Documenting:**

Final Return:

**Mandatory
Documentation:**

UI Eligibility Reviews
Employability Development Plan (EDP)
RESEA Checklist
Result Event as attended
Enter 198 - RESEA Program Completed
service code
Add any other applicable services Upload
UI Eligibility Review, EDP, and Checklist
Enter detailed case note of visit

**Resulting
Events
& Documenting:**

Signature:

Signature:

Staff Name: _____ Date: _____

Staff Name: _____ Date: _____

Placements or Exemptions:

Job Placement Verification:

Job Placement Verification Form - Completed
Upload documents in VOS (ERI and placement verification)
Enter detailed case note of visit
Enter 193-RESEA Placement service code
Email Job Placement Verification to Central Office staff

Distance Exemption:

Verify claimants address in VOS
Verify and document distance in miles using Google Maps
Upload documents (screenshot) in VOS
Case note reason for exemption
Enter 194-RESEA Exempt service code
Email Central Office staff

Medical Exemption:

Collect UI Eligibility Review and submit to Central Office staff
Reschedule claimant for 12 days from the date of contact
Cancel claimant's event and register for a new event
Exempt:
Apply 194-RESEA Exempt service code
Cancel Claimants event
Upload UI Eligibility Review and email Central Office staff
Case note reason for exemption

Training Exemption:

Collect UI Eligibility Review and submit to Central Office staff
Reschedule claimant for 12 days from the date of contact
Cancel claimant's event and register for a new event
Exempt:
Apply 194-RESEA Exempt service code
Cancel Claimants event
Upload UI Eligibility Review and email Central Office staff
Case note reason for exemption

Union Member:

Collect proof of union membership from claimant and upload to Jobs4TN
Enter 194-RESEA Exempt service code
Cancel claimant's event
Case note reason for exemption
Email Central Office staff proof of union membership

Job Attached:

Collect proof that claimant is returning to work with their separating employer from claimant and upload to Jobs4TN
Enter 194-RESEA Exempt service code
Cancel claimant's event
Case note reason for exemption
Email Central Office staff proof of job attachment

Signature:

Staff Name: _____ Date: _____



RESEA Claimant's Statement

Claimant's Name: _____

SSN/ USER ID/ State ID: _____

If claimant is contacted, complete the following:

Statement taken by phone OR Statement taken in person

The Claimant states:

Claimant's signature: _____ Date: ____/____/____

Additional Comments (for RESEA staff use ONLY)

Staff's signature: _____ Date: ____/____/____



RESEA Control Form

Claimant Name _____

Claimant SSN/ Username/ State ID _____

Week ending date (s): _____

Reason:

☐ Agency Error

☐ Address Change

☐ Medical

☐ Death in Family

☐ 50 Miles

☐ Other

☐ Job Interview

Explanation:



RESEA Eligibility Review

Name

First MI Last

User ID State ID SSN

Please answer the questions below for Week Ending Date _____:

- | | | |
|--|-----|----|
| 1. Have you been offered work since you became unemployed? | YES | NO |
| 2. Are you planning to attend any school? | YES | NO |
| 3. Are there any days, hours, or shifts you are not willing to work? | YES | NO |

If yes, what? _____

- | | | |
|--|-----|----|
| 4. Is there any reason why you could not take a full-time job immediately (such as illness, injury, pregnancy, care of children or aged parents, self-employment, lack of transportation, etc.)? | YES | NO |
|--|-----|----|

If Yes, why? _____

Comments (Staff Use Only)

Claimant's Signature _____ Date _____

Staff Signature _____ Date _____

Re-Employment Services (RESEA) Initial Assessment

Name: _____ SSN _____ Date _____

Section I - Assessment

Are you comfortable with interviewing?	Yes	No
Do you have an updated résumé?	Yes	No
Are you comfortable completing a job application?	Yes	No
Do you have a network of contacts to help with your job search?	Yes	No
Are you comfortable with searching for jobs online?	Yes	No
Do you have a large gap in employment?	Yes	No
Have you had steady employment in the past 12 to 24 months?	Yes	No
Do you have any volunteer experience (past or current)?	Yes	No
Has a legal issue prevented your re-employment?	Yes	No
Has a medical issue prevented your re-employment?	Yes	No
Do you believe a lack of education has prevented your re-employment?	Yes	No
Do you believe a lack of work experience has prevented your re-employment?	Yes	No
Has most of your employment been with a single employer?	Yes	No
What do you think is the primary reason you are not back to work?		
What type of work are you interested in?		

Section II - What Skills/Certificates/Degrees do you have?

High School Diploma, GED, or equivalent	Yes	No
<i>Check one</i> Vocational Associate's Bachelor's Master's Degree Ph.D		
Other Licenses and Certificates (Six Sigma, Heavy Machinery, HVAC, Plumbing, Electrical, Computer Programming, Microsoft Office, CDL, Forklift, Nursing, etc.):		

Section III - True/False Questionnaire

Networking is an effective method for finding employment.	<input type="checkbox"/> True	<input type="checkbox"/> False
You should only concentrate your job search efforts on jobs that have been advertised.	<input type="checkbox"/> True	<input type="checkbox"/> False
The neatness and thoroughness of your completed application form may determine whether or not you get the job.	<input type="checkbox"/> True	<input type="checkbox"/> False
It is not necessary to follow-up an interview with a thank you note or email.	<input checked="" type="checkbox"/> True	<input type="checkbox"/> False
A funny voicemail on your cell phone is not acceptable when searching for a job.	<input type="checkbox"/> True	<input type="checkbox"/> False
You should start a chronological résumé with your most recent job.	<input type="checkbox"/> True	<input type="checkbox"/> False
References should be included on your résumé.	<input type="checkbox"/> True	<input type="checkbox"/> False
The interviewer is the only employee within a company who can affect your chances of obtaining a job.	<input type="checkbox"/> True	<input type="checkbox"/> False
You should try to find out as much as you can about an organization before a job interview.	<input type="checkbox"/> True	<input type="checkbox"/> False
You should have the same header on your résumé, cover letter and reference page.	<input type="checkbox"/> True	<input type="checkbox"/> False



Job Placement Verification

Name

_____	_____	_____
First	MI	Last
_____	_____	_____
User ID	State ID	SSN

The RESEA participant will need to provide the following information to RESEA Coordinator:

Name of Company/ Employer: _____

Address

_____	_____	_____
City	State	Zip

Employer's phone number: (____) _____ — _____

Participant's job title: _____

Employment start date (new)/ Return to work date: ____ / ____ / ____

Rate of pay: \$ _____ hour/ month/ annual/ commission

Hours scheduled to work per week: _____

Supervisor's name: _____

Please provide other documentation if applicable.

Claimant's Signature _____ Date ____ / ____ / ____

Staff Signature _____ Date ____ / ____ / ____

Re-Employment Services and Eligibility Assessment (RESEA) Program

Subsequent Visit Acknowledgement Form

I _____ acknowledge that I am scheduled to return to the American Job Center (AJC) _____ at _____ for a subsequent visit for the Re-Employment Services and Eligibility Assessment (RESEA) program on _____ at _____. If unable to make this appointment, I will need to contact _____ to reschedule before my next scheduled appointment.

I understand that failure to comply with the program requirements may result in the loss of my benefits and a potential overpayment. For more information see the Notice of Requirement to Report.

Claimant Signature: _____ Date: _____